



Job Description (August 2020) Program Manager, General

BACKGROUND

Blessings in a Backpack mobilizes communities, individuals and resources to provide food on the weekends for elementary school children across America who might otherwise go hungry. Each week of the school year, Blessings and its thousands of volunteers and partners send a bag of food home with children who, during the week, are fed by the free and reduced meal program.

Prior to school closures during the 2019-2020 school year, Blessings provided weekend nutrition to 88,000 kids. When schools closed due to the COVID-19 pandemic, Blessings adapted its traditional school-based distribution method to align with schools' weekday food distribution plans. Blessings is proud to have provided approximately 640,000 bags of food to 64,000 kids once schools were closed due to COVID-19 and to continue operating certain program locations during the summer months.

POSITION SUMMARY

The program manager (PM) builds relationships with Blessings in a Backpack volunteer program coordinators (PCs) by being a support resource for local programs. The PM ensures volunteers have the tools necessary to engage their community, fundraise and feed as many children as possible. PMs act as liaisons between volunteers and the national office, engaging Blessings' team members' expertise as needed.

Program managers are direct reports to Jenny Scherer, Director of Program Operations, and will also interact with Chief Program Officer, Susan Kane.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The overall objective for the position is to build strong relationships with our volunteers who are essential to feeding kids in local communities that operate Blessings programs. Key responsibilities include working with volunteers in the areas of:

Volunteer Management. Maintain open and consistent communication with program volunteers and schools through regular communications (minimally three times per school year) to:

- Cultivate relationships with volunteers through motivation, education and encouragement
- Provide excellent customer service support

- Assist volunteers in developing a fundraising and sustainability plan
- Work with volunteers and national staff to find solutions to problems

Program Operations. Work with local volunteer teams and school coordinators to:

- Open new Blessings programs, introducing volunteers to training and other resources available to support program success and to ensure weekly bag distribution at program sites runs smoothly
- Working with Blessings' director, national food solutions, facilitate program set-up, food ordering and delivery with Sysco, as needed
- Ensure program volunteers have access to their financial statements and donor activity reports in Blackbaud NXT
- Discuss program operations with PCs prior to the start of each school year. Topics to include funding, food procurement, updates to program information and program needs assessment
- Update program information--contacts, headcount, food vendor, etc.--as needed in the Blackbaud database. Annually review and update menus, memorandums of understanding (MOUs), and program volunteer contact information
- Coordinate communications with PCs including the annual year-end survey, working with the Director of Program Operations

ADDITIONAL RESPONSIBILITIES

Financial Management and Administration

- Provide director of program operations with required monthly and quarterly reports
- Special projects as needed including development of annual work plan for chief program officer and director of program operations

Fund Development

- Work with the fund development department on program-based grant reporting
- Identify program sites for corporate packing events
- Coordinate local packing events as assigned, working with PCs, event sponsor, Sysco and national staff

Other

- Collaborate with staff on projects as assigned
- Facilitate and attend program volunteer meetings/conferences

BASIC QUALIFICATION

- High school diploma required
- Three - five years relevant experience in customer service or the human services sector
- Demonstrated success in building professional/personal connections remotely

- Must possess outstanding written and verbal communication skills for an audience including but not limited to volunteers, staff, corporate and community leaders, private sector sponsors and donors
- General office software, particularly Microsoft Office Suite (Word, Excel, Teams, etc.)
- Strong organization, time management and presentation skills
- Innovative, goal-oriented and results driven

PREFERRED QUALIFICATIONS

- Bachelor's degree
- Social media savvy
- Prior Blackbaud experience
- Experience as a Blessings in a Backpack volunteer
- Located in metropolitan Chicago

ADDITIONAL REQUIREMENTS

- Home office
- Personal car transportation (mileage is reimbursed in accordance with IRS rules)
- Valid driver's license
- Desire to make an impact on food insecure children

BENEFITS

Medical insurance, dental insurance, vision insurance, life insurance, short-term disability insurance, paid time off (PTO), paid holidays, paid Winter break, Summer Fridays, FSA Plan, 403(b) Plan.

Relocation assistance is not available.

It is our policy as an Equal Employment Opportunity Employer to provide equal opportunity to all qualified persons and to administer all aspects and conditions of employment without regard to race, color, religion, sex, sexual orientation, gender identity or expression, age, national or ethnic origin, physical or mental disability, military service marital status, genetic information, parental status, pregnancy, and/or any other legally protected classification.

Please send cover letter and resume to carolb@blessingsinabackpack.org