

POSITION TITLE: Program Coordinator (Food Matters)

DEPARTMENT: Executive

STATUS: Non-Exempt

SALARY: \$20.00/hour

POSITION SUMMARY:

Reporting to the Food Matters Program Manager, the Program Coordinator is a dynamic position responsible for assisting with the daily tasks necessary to manage the Worcester Housing Authority's food programs that work to combat food insecurity among WHA residents. Currently, the program includes Food Matters, a year-round meal delivery service that provides shelf-stable, pre-cooked meals to residents and Terraponics, an indoor vegetable and herb gardening program that provides fresh produce to WHA residents and creates a source of revenue, allowing the WHA to expand its food insecurity programs.

Daily tasks include administrative duties such as data entry, logistical planning, surveying clients, performing translation services, modifying program documents, and conducting regulatory research, as well as physical tasks such as unloading products, tending to terraponics plants, packing boxes, loading vans, stocking inventory, and making deliveries.

This is a full-time, onsite (not remote) position, Monday through Friday, 8:00 a.m. to 4:30 p.m. Candidates must be bilingual (English/Spanish), must have a valid, insurable driver's license, and must be able to perform the physical aspects of the position.

ESSENTIAL FUNCTIONS:

1. Performs administrative tasks as needed for the program, including data entry, creating and modifying documents and marketing materials, administering surveys, and other clerical tasks.
2. Sorts food into boxes as ordered by clients, unloads and loads vans with food, delivers food, stocks inventory, and other physical labor tasks as assigned.
3. Assists the Program Manager in creating and executing logistical plans for food delivery.
4. Helps the Program Manager train and oversee groups of staff assisting with deliveries.
5. Translates documents and communications (including in person and on the phone) as needed.
6. Tends to terraponics plants to ensure continuous growth and harvesting.
7. Conducts research regarding food regulations and food insecurity program best practices.

8. Seeks and recommends ways to improve and expand program functioning and efficiency.

OTHER RESPONSIBILITIES:

1. Performs similar job-related duties as assigned.

EDUCATION, EXPERIENCE AND SKILLS REQUIRED:

1. Minimum of high school diploma or equivalent required.
2. Valid, insurable driver's license required.
3. Ability to read, write, and speak both English and Spanish fluently.
4. Good writing skills, including proper grammar and spelling.
5. Competency with Microsoft Office programs, including Word, Excel, and Outlook.
6. Ability to perform both light manual physical labor and pass a comprehensive physical exam.
7. Ability to learn quickly and work independently, applying good judgment.
8. Possess strong interpersonal communication and customer service skills.
9. Excellent attention to detail, critical thinking, analytical, and organizational skills.
10. Ability to work effectively with clients representing diverse backgrounds and cultures.
11. Ability to be relied upon to be available for work.

ENVIRONMENTAL & PHYSICAL REQUIREMENTS:

This position requires working indoors and outdoors in all weather conditions and may be subject to heavy and strenuous work. May encounter undesirable pests.

Environmental Parameters:

1. Ability to work in a public housing environment [within occupied and unoccupied units, common spaces, boiler rooms, elevators, other closed areas, roofs, outside areas of properties] in all weather conditions [hot, cold, humid, dry and wet].
2. Ability to work in an environment with conditions such as sleet, snow, dust and dirt, as well as cramped quarters and high places.
3. Ability to work in environment with conditions which may include: fumes, odors, gases, chemicals, dust, grass, weeds and pollen as well as decibels in the range of 30-65.

Physical Requirements:

1. Frequent [over 70% of the time]
 - a. Sitting
 - b. Driving
 - c. Standing and walking
 - d. Repetitive arm/hand movement
 - e. Eyesight and hearing
 - f. Bending and twisting at waist

- g. Reaching above shoulder
 - h. Lifting and carrying 25 pounds
2. Occasional [30-70% of the time]
- a. Climbing stairs
 - b. Climbing ladders
 - c. Pushing and pulling
 - d. Kneeling and squatting
 - e. Lifting 50 pounds