



Title: Program Coordinator: Mobile Grocery

Department: Operations

Hours: Full-Time, Salary: \$42-45K/Year

Position Summary

This **Program Coordinator** is responsible for the execution of the Mobile Grocery Program. This is a program of the Distribution Initiatives pillar, which utilizes program resources available at the Millvale Food and Energy Hub (“MFEH”). The Initiatives pillar focuses on advancing the 412 Food Rescue mission: removing barriers to food access by redirecting viable food, thereby diverting biomass from landfills. In collaboration with the Advancement department, programs in this pillar additionally aim to provide meaningful experiences of volunteer and community engagement with the organization’s culture.

Reporting directly to the Good Food Project Manager, this role requires working in concert with a team of Operators, Coordinators, Managers, the Community Engagement Manager and volunteers; as well as the Development and Marketing teams. Both program development skills and comfort with visibility and people management are key aspects of the role.

All essential duties must be performed in accordance with the Americans with Disabilities Act, with or without reasonable accommodation.

Objectives

- Uphold the organization’s values through daily engagement with visitors, collaborators, and stakeholders, with a particular focus on coordination onsite at the Millvale Food and Energy Hub (“MFEH”) and other program sites when applicable.
- Lead the day-to-day operations of the Mobile Grocery program, ensuring its successful delivery and ongoing financial sustainability.
- Collaborate with the Director of Distribution Initiatives to assess program performance and co-develop strategies for growth and refinement.
- Ensure seamless alignment of Mobile Grocery with other programs and functions currently housed at MFEH.
- Maintain clear and responsive communication with other program leads and MFEH co-tenants to support cooperative site operations.
- Actively participate in a goal-oriented team culture, supporting peers and contributing to collective departmental success.
- Gather and analyze program data to support narrative development, marketing content, and impact reporting related to organizational and site-specific work.

Success Metrics

- Achievement of program goals and deliverables as measured by milestones, timelines, and outputs.
- Total volunteer hours logged per program, reflecting recruitment, retention, and engagement efforts.
- Stakeholder feedback (e.g., survey participation and sentiment).
- Progress toward operational/ revenue targets that support the sustainability of Initiatives programs.
- Adherence to approved budgets with efficient resource utilization and cost controls.
- Positive feedback from program recipients regarding the overall experience, accessibility, and perceived value of services.

Key Responsibilities

Program Coordination & Execution

- Collaborate with the Director of Distribution Initiatives and GFP Kitchen Manager to align program-related site visits and manage shared storage resources.
- Work in partnership with the Community Engagement Manager to plan and execute programming and engagement events.
- With guidance from the Director of Distribution Initiatives, lead the planning, implementation, and evaluation of key elements of Mobile Grocery, including:
 - Monthly internal and external reporting
 - Monthly expense tracking and reporting
 - Site visits with current and potential partners

Volunteer Engagement & Support

- Serve as the primary point of contact for on-site volunteers.
- Assist with volunteer management during large group engagement events.
- Coordinate onsite volunteer introduction, training, and day-of supervision, ensuring all participants are familiar with relevant SOPs and aware of site co-tenant needs.
- Track volunteer labor hours and support feedback channels for continuous improvement of volunteer experiences.

Site and Resource Management

- Manage incoming food donations in coordination with the Good Food Project Manager, Operators and Operations Specialists
- Oversee the proper storage, organization, and appropriate distribution of ingredients and products.
- Ensure professional use and maintenance of shared facilities, adhering to site-wide operational standards.

- Maintain quality control over program-specific processed items.

Data Collection & Reporting

- Gather and analyze relevant program data to inform planning, operations, and storytelling.
- Utilize Leanpath food waste tracking software and hardware to monitor program inputs and outputs.
- Maintain weekly data updates and generate reports on a monthly, quarterly, semiannual, and annual basis.
- Contribute to program retrospectives and evaluations to support continuous improvement.

Stakeholder & Relationship Management

- Support ongoing relationships with external stakeholders, including donors, vendors, program beneficiaries, and volunteers.
- Build and maintain strong working relationships with internal teams, including all 412 Food Rescue staff and Millvale Food and Energy Hub (MFEH) co-tenants.

Administrative and Operational Duties

- Ensure responsible use of all organizational equipment and resources related to program execution.
- Create and maintain necessary documentation for program outputs, including donation records, harvest tracking, and production summaries.
- Perform other duties as assigned to support team goals and organizational priorities.

Preferred Qualifications

- Deep passion for 412 Food Rescue's mission of preventing food waste and addressing food insecurity through innovative, community-driven programming.
- Highly proactive, resourceful, and comfortable navigating fast-paced, dynamic environments. Demonstrated ability to adapt plans and approaches in response to evolving program needs and unpredictable food donations.
- Proven track record in developing, executing, and refining operational and engagement plans.
- Strong oral communication skills, including public speaking and group presentation. Comfortable representing the organization with volunteers, stakeholders, and the public.
- Enthusiastic about creative problem-solving and experimenting with meal creation using rescued ingredients.
- Excellent organizational skills with strong attention to detail in managing time, space, and task prioritization.
- High emotional intelligence and a demonstrated commitment to diversity, equity, and inclusion in team and community settings.

- Strong computer skills including use of Microsoft Office, Google Workspace, database tools, social media, and other digital communication platforms.
- Strong understanding of Allegheny County Health Department food safety standards, permitting requirements, and best practices. Committed to maintaining a safe environment for staff and volunteers.
- Experience in institutional food service or culinary training required. Experience in developing SOPs and HACCP plans is a plus.
- Demonstrated experience in a leadership or team lead role with the ability to foster collaborative dynamics.
- Experience overseeing volunteers, especially in programmatic or event-based settings, is preferred.
- Familiarity with nonprofit organizations and their operational structures is advantageous.
- Valid Pennsylvania driver's license with an acceptable driving record (required).

Working Conditions

- Must be able to lift and carry up to 50 pounds.
- This is a hybrid position. The work location will include a combination of in-office, remote (work-from-home), and field or community-based settings, as determined by the supervisor and organizational needs.

Equal Employment Opportunity

412 Food Rescue is an equal opportunity employer. We welcome applicants from all backgrounds and make employment decisions based on merit. We do not discriminate on the basis of race, color, religion, sex, sexual orientation, gender identity, age, disability, national origin, veteran status, or other protected characteristics.

To Apply

Please send a cover letter and resume to Greg@412foodrescue.org.