



Engagement Manager – Loaves and Fishes Food Pantry

Reporting to the Loaves and Fishes Board of Trustees, the Engagement Manager will be responsible for the operational daily success of Loaves and Fishes Food Pantry in conjunction with the Pantry Manager. The individual will provide volunteer development, ensure professional client engagement and manage program delivery beyond our retail market and food delivery service. This part time managerial position is an on-site position and requires schedule flexibility to ensure that the manager is present during operating hours of the pantry for both food access and for our other programs and events.

The Engagement Manager must have the ability to be self-directed, multitask, team, problem solve effectively, train and listen empathetically to others and employ strong written and verbal communication skills. The Engagement Manager must also be fluent with technology including the use of Microsoft Word, Excel and email applications. The Manager should also have the ability to become the in-house expert resource on SimC and SignUp and be the internal resource for our computers and other audiovisual equipment needed to conduct classes in the Teaching Kitchen, Computer Lab and Board Room.

Essential Functions and Responsibilities:

- Oversee volunteer recruitment, onboarding and management of the volunteer experience.
- Directly supervise the receptionist area of the pantry, training all receptionists, engaging with Good Shepherd on system requirements for record collection and ensuring integrity with our records recording pertaining to pantry client visits.
- Onboard new clients to the pantry through an interview and engagement experience and train volunteer receptionists to do the same. This may include helping shoppers understand benefits and opportunities from other agencies.
- Grow our curriculum offerings by conducting client interviews and surveys, coordinating with educational providers, coordinating enrollment, record keeping and ensuring access to the building, equipment and facilities to facilitate classes and programming. This includes training volunteers to be building hosts.
- Maintain the volunteer log and post all volunteer hours in Little Green Light

Communications and Board Relations:

- Respond to all inquiries (email, phone, social media, in-person) regarding the organization and its programs in a professional and timely manner.
- Support board committees as an ex-officio member, as appropriate.
- Keep board leadership informed of issues and opportunities and attend board meetings.

Compensation: Salaried Part-Time, \$28,600 (25 Hours/Week), \$22/Hr., Two Weeks Paid Vacation.

Reports to: Loaves and Fishes Board of Trustees

Target Start Date: February 1, 2025