

THE GIVING KITCHEN

PROGRAMS MANAGER

Giving Kitchen (GK) is a nonprofit that provides emergency assistance to restaurant workers through financial support and a network of community resources. The GK Programs Manager is responsible for managing grant awards and providing SafetyNet resources to applicants and facilitates the application process with empathy and respect, acting with a sense of urgency.

The GK Programs Manager also works with the Programs Director to develop internal and external communications, tracking and reporting procedures. The Programs Manager will also manage some general administrative duties for the office and will be expected to participate in some weekend and evening events as needed.

Key Responsibilities:

- ◆ **70% Grants**
 - ◆ Perform thorough review of all emergency requests within allotted timeframe; engage in detailed, sensitive conversations with applicants and their management team to ensure comprehension of the applicant's situation; provide timely follow-up to applicants about the status of their requests, and accurately answer questions to maintain necessary flow to complete requests in a timely manner; and make recommendations about grant application outcomes based on information collected and criteria.
 - ◆ Manage intake process and grant inquiries, including maintenance of contact records in our CRM (Salesforce) and our online applications (SurveyMonkey Apply); host office hours for applicants; and track incoming applications.
 - ◆ Supply applicants with SafetyNet resources when applicable, record referrals through reporting documents, maintain current tracking documents, and work with Programs Director to develop sharable, relevant programs data.
 - ◆ Maintain current grants reporting systems; work with Programs Director to develop more advanced reporting procedures; and update this process with relevant demographics as deemed necessary by GK leadership – this includes weekly reports to full GK team at staff meetings.
 - ◆ Create award packages, and work with Marketing and Communications Manager to maintain the post-grant experience for grant recipients, including activating past grant recipients as testimonial speakers and volunteers on behalf of GK.
 - ◆ Provide testimonials, data and grant information for social media, monthly newsletters and any other public-facing needs while using discretion to protect confidentiality of applicants.
- ◆ **20% Volunteers**
 - ◆ Maintain volunteer database and contacts in Salesforce.
 - ◆ Provide content to Marketing and Communications Manager for monthly newsletter.
 - ◆ Manage inquiries and correspondence related to volunteer requests.
 - ◆ Communicate with staff about upcoming volunteer needs.

- ◆ **5% Events Management**
 - ◆ Assist with planning and logistics of events.
 - ◆ Attend events as needed to facilitate on-site set-up, execution and breakdown.
 - ◆ Assist with educational outreach events, including but not limited to restaurant presentations and food distributor shows.
- ◆ **5% Office Management**
 - ◆ Keep inventory of general office supplies.
 - ◆ Assist with ordering of supplies (including runs to store when needed).
 - ◆ Participate in large-scale office mailing projects.
 - ◆ Assist with post office and bank errands when needed.

Personal Style Characteristics:

- ◆ Works well in a collaborative environment.
- ◆ Treats potential grantees, donors, board, volunteers and staff with respect.
- ◆ Is a confident public speaker.
- ◆ Has a humble attitude.
- ◆ Has a passion for the restaurant industry (bonus if you've worked in one).
- ◆ Is a team player.
- ◆ Understands and exemplifies the GK voice.
- ◆ Is flexible in work style and calm under deadline.
- ◆ Is organized and able to rally others to a common goal.
- ◆ Bonus for fluency in Spanish or another foreign language.

Technical Ability:

- ◆ Experienced in Microsoft Office Suite, especially Outlook and Excel.
- ◆ Comfortable with technological office functions such as scanning, printing, faxing and electronic storage.
- ◆ Bonus for experience in Salesforce and/or FluidReview/SurveyMonkey Apply.

Benefits:

- ◆ Competitive salary, insurance, 401k option and paid vacation.

This is a full-time, 40-/+ hour per week, salaried position that requires some flexibility for night and weekend work. Qualified applicants should send resumes and cover letters to leah@thegivingkitchen.org. Be sure to use this opportunity to show more of your personality, tell us how you are connected to Giving Kitchen or the restaurant community, or highlight additional professional and personal experiences. Due to a high response rate for this position, only those possessing the desired personality and skills will be considered for interviews. The anticipated hire date is Summer 2018.