



## **Programs Operation Manager Job Description**

**Position Title:** Programs Operation Manager- Benefit Access Office

**Education:** Bachelor's Degree

**Location:** Brooklyn

**Employment Type:** Full Time

**Reports to:** Director of Programs

**The Campaign Against Hunger (TCAH)** is a 501(c)3 and one of the largest and most robust anti-hunger advocates in New York City. Since March 2020, when COVID-19 began to impact the city, TCAH has quadrupled our previous annual capacity to serve food for over 20 million meals while continuing to advance equity for communities that are underserved and disenfranchised. TCAH's mission is to empower our neighbors to lead healthier, more productive, and self-sufficient lives by increasing their access to nutritious food and related resources. With an annual budget of **\$8.9 million** and a staff size of 50, TCAH is looking to add to its dynamic team.

**Position Summary:** TCAH is seeking a Programs Operation Manager to plan, facilitate, and oversee all programs offered in the Benefits Access Office. The Programs Operation Manager is a member of The Campaign Against Hunger (TCAH)'s management team and participates in the strategy, planning, implementation, and continuous improvement of all TCAH programming. The individual is responsible for ensuring that programs are conducted in accordance with contractual guidelines and are effective in meeting intended outcomes. The incumbent is also responsible for the execution of programs to meet the needs of the clients we serve in addition to project oversight and management. The Programs Operation Manager sets an example of leadership and exhibits the philosophy of TCAH. The incumbent directly supervises the Benefit Access Specialist and the Program Resource Specialist.

The ideal candidate has an unwavering commitment to TCAH's mission of hunger relief and food justice; strong leadership skills, strong project management skills, excellent written and verbal communication skills, strong organizational skills, analytical skills, customer relationship management skills, problem resolution, keen attention to detail and a proven ability to manage multiple ongoing projects.

### **TASKS AND MAJOR RESPONSIBILITIES**

- Promote and manage all daily operational logistics of the Benefits Access office.
- Provide support to the Benefits Access Specialist and Program Resource Specialist to implement and maintain client enrichment programs.
- Collaborate to identify funding opportunities and draft proposals for funding to support existing and new programming.
- Oversee program audits by relevant partners/agencies. Coach and prepare staff to best represent the organization's practices and services.

- Interface with funders, government officials, corporations, consultants, community members, and stakeholders regarding food justice advocacy.
- Participate in and represent TCAH at local conferences, task forces, and coalitions and keep current with changes and trends in food justice.
- Work in collaboration with IT and Program Support to ensure responsible data collection, entry, and reporting associated with the programs.
- Responsible for reporting on Key Performance Indicators (KPI's) and metrics for programs, providing reports as required to the Director of Programs and Executive Director. Ensure program goals are being met, including number of participants and quality of programming.
- Develop program goals and objectives in collaboration with Director of Programs that are congruent with the strategic plan and mission of TCAH.
- Plan and organize special presentations with community partners to promote TCAH's programs and represent TCAH at critical partner meetings.
- Work closely with Benefits Access Specialist and Program Resource Specialist to build relationships with CBOs and other key stakeholders.
- Create and foster key partner relationships to ensure cross-functional programs work seamlessly and execute partnership contracts.
- Work with the Director of Programs to prepare the annual budget and administer and manage agency program expenses in accordance with approved budget guidelines.
- Meets regularly with the Director of Programs to discuss progress of tasks and goals.
- Creation and dissemination of information regarding programs for the community.
- Must respond to and advocate for food justice and build support and collaboration within the food justice sphere.
- Responsible for recruiting, interviewing, and hiring Program Assistants under the supervision of the Director of Programs.
- Provides data as necessary for grants and other reports.

The above is intended to describe the essential job functions, the general supplemental functions, and the essential requirements for the performance of the job. It should not be construed as an exhaustive statement of all job functions.

### **Requirements:**

- Bachelor's Degree in Non Profit Management, Social Work, Public Policy, Business, or compatible field
- Demonstrated experience in non-profit management/human and social services field
- Supervisory management experience required in executing/supporting successful programming
- Strong managerial and administrative skills
- Skills in project management with the ability to function independently, manage multiple projects, and meet deadlines



- Strong computer skills including proficiency with data management systems, Salesforce, and Microsoft Office applications
- Willingness to work collaboratively with TCAH staff, volunteers, and donors; excellent interpersonal skills
- Respect for the dignity and value of all clients
- Understanding of and alignment with the mission of TCAH and ability to confidently communicate this mission to the public

The Campaign Against Hunger is an equal opportunity employer.

*The above intends to describe the essential job functions, the general supplemental functions, and the essential requirements for the Program Operations Manager- BAO performance. It is not to be construed as an exhaustive statement of all the functions. Salary is competitive and based on experience.*

Salary is competitive and based on experience. Please send cover letter and resume to [hr@tcahnyc.org](mailto:hr@tcahnyc.org).