



Job Title: Senior Field Program Manager	FLSA Classification: Exempt
Salary Grade:	Reports To: Chief Operations & Program Officer
Date Created/Revised: April 2023	Department: Operations and Program

SUMMARY:

Under the direct supervision of the Chief Operations and Program Officer (COPO) this position will direct and manage Kids' Meals daily meal delivery program at the Houston and Montgomery County (MOCO) locations. This will include administrative and managerial responsibilities that align with Kids' Meals mission and ensure daily meal deliveries are efficient and effective.

ESSENTIAL FUNCTIONS:

- Under the direction of the COPO, manages Meal Delivery Program employees and supports recruiting, hiring, onboarding, training, coaching, and performance accountability in partnership with Human Resources.
- Manages field program staff across the Houston and Montgomery County locations to ensure consistent daily meal deliveries, clear communication, and appropriate field staffing coverage.
- Effectively communicates with stakeholders at all levels of the organization.
- Sets clear expectations, communicate department goals, and foster a culture of accountability, collaboration, safety, high performance, and mission alignment.
- Coaches, counsels, and provides timely feedback to employees to ensure department alignment and employee professional growth.
- Holds self and field staff accountable for complying with Kids' Meals policies and procedures; coaches, counsels and redirects employees as needed to ensure continued compliance.
- Troubleshoot meal delivery issues, proposes changes to systems and processes to improve issues.
- Coordinates field staffing schedules to ensure appropriate coverage and approves payroll time sheets.

- Coordinates logistics including driver routes, meal delivery operations, and daily program support needs.
- Ensures consistent implementation of policies and safety protocols and ensure all employees are trained and held accountable to the protocols across all assigned locations.
- In partnership with the COPO, develops and implements best-practice Standard Operating Procedures (SOPs) for the Field Program Department.
- Creates a cross-functional collaborative environment amongst the team through engagement and clear communication.
- Supports organizational events, volunteer activities, and fundraising initiatives when program operations support is needed.
- Attends bi-annual or quarterly management training sessions.

Please note that this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

COMPETENCIES:

- Display an exemplary sense of integrity and accountability in support of the Kids' Meals mission.
- Possess a high degree of professionalism and a drive for results.
- Operational leadership experience.
- Field Staff supervision and coaching.
- Understand transportation laws, regulations, and safety rules.
- Comply with all state and federal laws, and Kids' Meals policies and procedures.
- High level of flexibility in a fast-paced environment.
- Proactive, self-motivated, and mission driven.
- Perform multiple tasks; adapt on short notice; and execute accordingly.
- Communicate effectively, persuasively, and courteously with all stakeholders.

KIDS' MEALS CORE VALUES:

At Kids' Meals we feel strongly that our Core Values are an integral part of our mission and of an individual's personal ethics or ideals that ultimately guide them when making decisions, leading/empowering others, building internal and external relationships, effectively communicating, and solving problems. Therefore, they are an integral part of our Company's job descriptions essential functions and core competencies. Our Core Values are:

- **We strive to succeed.** We strive to be the best in everything we do. We lead by example, take on big challenges, continue learning and never stop growing.

- **We include everyone.** We celebrate and pursue diversity because everyone is needed in the fight against childhood hunger. Ideas, experiences, and stories from people different from us make us better. Together, we can achieve something bigger than we can alone.
- **We do the right thing.** It matters how we play the game. We act with integrity, even when no one is watching and take accountability for all our actions.
- **We deliver hope and find the joy.** We do our best work when we do it with a strong sense of purpose and compassion for a better world for our children. Every day we deliver hope disguised as a meal. We believe we can find joy even in the hardest challenges or the smallest tasks.
- **We watch out for each other.** We are uncompromising in our commitment to the safety and well-being of everyone and make safety a priority in all decisions. Safety always because people come first.

SUPERVISORY RESPONSIBILITIES:

- Manages Kids’ Meals Field Program team to include administrative and field/operational staff at the Houston and Montgomery County locations.

REQUIRED EDUCATION AND EXPERIENCE:

The ideal candidate for this position will possess the following:

- High School diploma required; college degree from an accredited four-year educational institution preferred.
- Minimum 3 years’ experience in operations and/or programs management; preferably in non-profit.
- Minimum 5 years managerial experience, including managing hourly associates.
- Proficiency in Microsoft Office Suite: Word, Excel, Outlook, PowerPoint.
- Experience managing facilities and operations personnel.

PHYSICAL DEMANDS AND WORK ENVIRONMENT:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel and talk or hear. The employee is frequently required to reach with hands and arms. The employee is occasionally required to stand; walk; climb or balance; stoop, kneel, crouch, or crawl and taste or smell. The employee must regularly lift and /or move up to 10 pounds, and on occasion lift and/or move up to 25 pounds. Specific vision abilities required by this job include close computer vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus. The noise level in the work environment is usually moderate.

Your Signature Below indicates that you understand the requirements, essential functions, and duties of the position.

Print Name:	Signature:	Date:
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