



A Member of **FEEDING
AMERICA**

Revised: September 2011
Title: Site Monitor
Department: Agency Services
Reports to: Agency Services Manager

JOB SUMMARY:

Acts as a liaison between member agencies, Kids Café sites and Foodlink to ensure the effective, efficient, and equitable distribution of product to those in need. Conducts site monitoring visits. Completes required monitoring paperwork following established quality control parameters. Provides support to Agency Services Manager with Agency Services projects and programs as required.

JOB DUTIES:

- Conducts site monitoring visits for food bank agencies to observe operations , review documentation, and ensure high standards of food safety, sanitation, and civil rights are being upheld and in compliance with all Feeding America and HPNAP requirements.
- Forwards all agency monitoring notes to Agency Services Manager for review and follow-up, if necessary
- Consults with Agency Services Manager if follow up monitoring is needed or “red flag” issues arise for food bank agencies.
- Notifies the Nutrition Resource Manager of any agency needing nutrition education or food safety training.
- Conducts site monitoring visits for Kids Café sites to observe operations , review documentation, and ensure high standards of food safety, sanitation, and civil rights are being upheld and in compliance with all Feeding America and CACFP requirements.
- Forwards all Kids Café monitoring notes to Community Nutrition Program Manager for review and follow-up, if necessary
- Consults with Community Nutrition Program Manager if follow up monitoring is needed or “red flag” issues arise for Kids Café sites.
- Notifies the Community Nutrition Program Manager of any Kids Café site needing nutrition education or food safety training.
- Track and schedule future site visits to ensure they are conducted in a timely manner.
- Attends Foodlink community events and meetings, assisting with any associated activities as needed.
- Follows all sanitary and safety guidelines as required by government laws and Foodlink policies especially for repackaged product.
- Supports team mission of the department as well as Foodlink’s mission and vision.
- Performs any tasks or projects assigned by the immediate supervisor.
- Works as a team player.



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MINIMUM QUALIFICATIONS:

- Associate Degree and two years of customer service experience or equivalent combination of education and experience.
- Able to carry out oral and written instructions.
- Ability to communicate clearly and concisely orally and in writing.
- Ability to apply basic mathematical concepts.
- Able to solve practical problems and deal with a variety of concrete variables in situations where only limited standardizations exist.
- Ability to travel within the ten-county service area as needed.
- Ability to work in a team environment.
- Friendly, customer-oriented personality.
- Professional attitude and appearance at all times
- Fluency in English required. Knowledge of Spanish helpful.
- ServSafe certification is required (can be obtained on the job).

PHYSICAL REQUIREMENTS:

- Ability to lift a maximum of 20lbs for extended period of time up to one hour.

Note: The above description is illustrative of tasks and responsibilities. It is not meant to be all- inclusive. Employees in this job will follow other instructions and perform other related duties as required.