



Title: Program Director

Salary: DOE

About Food Connection:

Food Connection is a nonprofit organization based in Asheville, North Carolina, dedicated to easing food insecurity and reducing food waste by rescuing surplus chef-prepared food and redistributing it directly to individuals and communities in need. Founded in 2015, our mission is to ensure that high-quality, nutritious meals do not go to waste while thousands of people in Western North Carolina struggle to access food that supports their health, dignity, and stability. At the heart of our work is a deep commitment to both people and planet: we believe that nourishing our communities and protecting our environment are inseparable goals that guide every aspect of our mission.

Job Summary:

Food Connection is seeking a Program Director to lead our community food rescue and redistribution efforts. Reporting to the Executive Director, this role oversees all program operations, ensuring surplus food is rescued, tracked, and distributed efficiently to community agencies and for individual meal distribution.

Essential Duties and Responsibilities

Program Leadership & Operations

- **Team Leadership:** Supervise and mentor program staff, including the Mobile Meals Manager and Associates, Operations Manager, Food Rescue Drivers, and Volunteer Coordinator. Provide clear guidance, feedback, and support to maintain high performance, morale, and adherence to program goals.
- **Daily Operations Oversight:** Ensure smooth, efficient, and safe day-to-day operations across all program areas, including food rescue logistics, Mobile Meals distribution, and volunteer engagement. Troubleshoot issues, prioritize tasks, and adapt to changing circumstances.
- **Scheduling & Labor Management:** Develop, monitor, and adjust staff and volunteer schedules to meet program needs while staying within labor budgets.

Proactively address scheduling conflicts, last-minute changes, and staffing gaps.

- **Food Safety & Quality Control:** Maintain strict food safety standards, including proper handling, storage, and sanitation practices. Ensure all vehicles, equipment, and facilities are regularly cleaned, maintained, and repaired.
- **Resource & Supply Management:** Oversee ordering and use of supplies across program areas, ensuring adherence to budgets and efficient allocation of resources.
- **Food Volume Planning:** Forecast rescued food volumes, determine supplemental needs for purchased chef-prepared meals, and ensure sufficient food is consistently secured for distribution.
- **Partnership Management:** Build and maintain strong relationships with food donors, recipient agencies, distribution partners, and community connectors. Support partners with effective communication, troubleshooting, and collaborative problem-solving.
- **Collaboration Across Functions:**
 - Work with the **Mobile Meals Manager** to align distribution schedules, labor hours, and supply ordering with program goals.
 - Partner with the **Operations Manager** to streamline logistics for food rescue and ensure accurate food tracking and reporting.
 - Coordinate with the **Volunteer Coordinator** to ensure volunteer recruitment, scheduling, compliance, and engagement needs are met.

Data & Reporting

- Maintain program databases and records; track and report food rescue and distribution data.
- Provide quarterly updates and data for grant reporting; identify trends to improve efficiency.

Community Engagement

- Represent Food Connection through facility tours, social media, and community groups.
- Support donor acquisition efforts, strategic planning, and organizational growth.

Organizational Development

- Contribute to annual budget planning, sustainability efforts, and process improvements.
- Participate in professional development and assist with program operations as needed.
- Promote Diversity, Equity, Inclusion, and Belonging (DEIB) initiatives.

Requirements

- Authorized to work in the US without sponsorship
- Valid Driver's License
- Reliable transportation across Buncombe County
- Physical ability to lift/carry up to 30 lbs.
- Previous experience managing a diverse team
- Knowledge in: Comfortable navigating computer and mobile devices
- Knowledge in: Ability to effectively utilize Microsoft, Google Suite, or similar systems

Additional Skills

- Passion for reducing waste and easing hunger in our communities
- Restaurant/food service/food truck experience
- Ability to develop strong relationships with stakeholders and community members
- Prior experience engaging with diverse populations including community members, staff, volunteers, and local agencies
- Highly organized and detail oriented
- Strong problem-solving skills
- ServSafe Manager Certified within 90 days of hire
- Strong interpersonal, written, and verbal communication
- Aptitude for fast-paced work
- A great attitude, enthusiasm, and energy
- Flexible availability
- Ability to work remotely as dictated by the schedule
- Excellent communication skills
- Spanish speaking capabilities a plus
- Connections in the greater Asheville Community are highly desired

The Program Director is an evolving position and therefore duties and responsibilities are subject to change as the program grows.

Candidates must have reliable transportation, agree with Food Connection's non-discrimination policies, maintain professional personal appearance and be a congenial and professional brand ambassador representing Food Connection.

Food Connection is a living wage certified organization. Salary includes paid vacation time; no health insurance benefits are available at this time. We offer a flexible schedule with hybrid work-from-home and in-office hours.

Committed to attracting and retaining a diverse staff, Food Connection will honor your experiences, perspectives and unique identity. Together, our community strives to create and maintain working and learning environments that are inclusive, equitable and welcoming.