



WINNIPEG HARVEST JOB POSTING CLIENT SERVICES MANAGER

GOAL: As part of the team at Winnipeg Harvest and working in support of and within the agency's mission, goals, objectives, policies and procedures, the goal of this position is to provide food assistance and community support for those who struggle to feed themselves and their families.

REPORTING RELATIONSHIPS: Reports to Director of Client Services and Agencies

RESPONSIBILITIES:

- Supervise and manage Team (paid and unpaid) including training, work schedules, timely performance reviews and all required HR forms (ensuring flex time, vacation time, sick day requests etc. are current)
- Provide monthly reports and statistical information upon request
- Maintain and administer client services database
- Maintain and periodically review client services policies and procedures for relevance
- Provide overall supervision for food bank room and call centre
- Ensure clients who phone, email or walk-in are referred to appropriate outlets for food assistance and/or community resources
- Participate daily in client intakes
- Address behavioral issues and personal conflicts with Team Members and/or clients
- Maintain community relationships with external organizations with support of other team members
- Work closely with Agencies department
- Willingness to be member of Health and Safety Committee
- Ensure health and safety policy and procedures are followed
 - Attendance at events representing Winnipeg Harvest as required
- Mentorship and support of volunteers, staff and interns
- All other duties as assigned

QUALIFICATIONS:

- A strong belief in the dignity of all humans and a caring and positive attitude
- Ability to work as a team member in a variety of situations
- Excellent interpersonal, written and oral communications skills
- Strong organizational and supervisory skills, including administrative attributes
- Excellent multi-tasking, time management and decision making skills
- Familiarity with hunger and poverty issues and resources available
- Strong conflict resolution skills
- Experience with computer systems and software.
- Post-secondary education and additional language(s) are assets



- Willingness to participate in Non-Violent Crisis Intervention Training and Customer Service Training
- Provide a recent Criminal Background Check
- Commitment to the organization's vision of accessible, healthy and sustainable food for all

Hours of Work

40 hour work per week including some evenings and weekends as required, including rotating Saturday schedule.

Please send Resume and Cover Letter by 4:00pm on Monday, July 24th to:

Grace Weigelt

Director of Client Services and Agencies

1085 Winnipeg Avenue

Winnipeg R3E 0S2

Email: grace.weigelt@winnipegharvest.org

Only those selected for interview will be contacted. No phone calls please.