



Program Director Job Description

Position Title: Program Director

Classification: Full-Time, exempt, benefitted

Hours: 40 hrs./week, flexible between Monday – Friday; occasional weekends or evenings as needed

Salary: \$70,000-78,000 annually, depending on experience

Location: On-site; Warehouse/Center

Direct Reports: Warehouse Manager, Day Services Manager, Housing Specialists

Reports to: Executive Director

Prospective start date: October 2025

POSITION SUMMARY

As the Program Director, you are a leader and strategic thinker who loves leading, teaching, and empowering people. Your exceptional customer service skills and experience supervising, mentoring, and coordinating staff and volunteers are attributes needed to excel in directing CSC's Programs. Your role is responsible for maintaining high standards and safe conditions while fostering a positive, inclusive team environment and ensuring people's well-being while serving clients and the CSC community.

PRIMARY JOB FUNCTIONS:

Team Leadership & Development (40%)

- Oversee, supervise, evaluate, train, mentor, and collaborate with 8-10 team members, ensuring employees receive timely and appropriate training and professional development for both short-term and long-term organizational objectives
- Establish, develop, and maintain effective and open lines of communication and working relationships across the organization—with staff, volunteers, donors, and members
- Promote a culture of communal decision-making, work-life balance, and continuous improvement that values learning, a commitment to quality, and adheres to CSC's values
- Mentor and develop the team using a supportive and collaborative approach and setting a succession plan; assign accountabilities; set objectives; establish priorities; monitor and evaluate results
- Coordinate staff schedules, job duties, and cover for staff absences as needed at both locations (includes being able to cover donation pickups and warehouse work)
- Collaborate and work closely with the Executive Director to plan and implement larger organizational strategic initiatives in accordance with CSC's strategic plan
- Participate and collaborate with CSC Directors' Team to trouble-shoot, strategize and implement organizational goals and objectives



- Participate and represent CSC on select community groups, committees or councils
- Build and maintain relationships with community stakeholders, including Clackamas County, businesses, schools, churches, and CSC partners, including Oregon Food Bank

Program and Operations Oversight (40%)

- Oversee food programs at warehouse/Food Hub, including food acquisition, receiving and distribution, and food safety, working closely with warehouse manager
- Oversee Service Center programs, including showers, clothing, laundry, mail, hot meals, and grocery distribution, working closely with Day Services Manager
- Oversee rental and utility assistance programs; This includes supervision of two Housing Specialist staff, attending county contract meetings, approving checks and funding requests, managing program budget and funding policy guidelines, managing program intake, client documentation, referrals, staffing meetings, and submitting monthly financial budget billing invoices
- In collaboration with leadership team, ensure work environments are clean and safe; develop and implement policy, procedures, training, and best practices standards based on CSC, Oregon Food Bank, OSHA, local, state, and federal requirements
- Lead communications with community partners at both locations, including Oregon Food Bank, DHS, Outside In, and local Clackamas County Community Organizations and food pantries
- Develop, implement and support plans for emergency services, including but not limited to supplying goods, training, acceptance and storage of supplies and infrastructure building, coordinate with multiple agencies and individuals to provide equitable and appropriate services during crisis situations such as heat waves and ice storms
- In collaboration with Managers, ensure effective building management, including infrastructure and installations; promptly address building-related issues; maintain positive relationships with property owners, security, and maintenance
- Work collaboratively with the team to coordinate and implement holiday drives that best align with CSC's mission and goals

General Administration (20%)

- Manage CSC food and program budgets; participate in the fiscal year planning
- Use statistics and program outcomes to contribute to grant reports in collaboration with Development Director
- Oversee the tracking and documentation of service statistics for CSC and partners
- Assist with communications, including social media, bulletins, flyers, and other materials
- Submit individual monthly expense report
- Handle confidential information and sensitive matters in person, over the phone, and in writing
- Prepare and maintain comprehensive and accurate records, documentation, reports, and communications
- Answer incoming emails and phone calls politely and professionally; accurately and promptly relay messages
- Support initiatives led by other team members and cross-train as needed
- Engage in professional development, including leadership and management training
- Perform other duties as requested, directed, or assigned



QUALIFICATIONS

- Bachelor's degree in operations management, business administration, or related field; in place of a degree, three years of relevant program management, operations, and/or social services/food distribution experience may suffice
- 3+ years of leadership experience or growth in social service positions
- Excellent proven managerial and supervisory skills, including experience in conflict resolution
- Strong budget development and oversight skills
- Customer service experience in a fast-paced environment
- Excellent organizational and prioritization skills; ability to manage unpredictable workflow and flexibility to respond thoughtfully and timely
- Highly proficient in Google Suite and Excel or Google Sheets, Microsoft Office
- Ability to read, write, speak, and understand verbal and written English
- Pass a criminal background check, provide proof of COVID-19 vaccination

WORK ENVIRONMENT

- Work is performed in shared community and office spaces at CSC's 8000 sq.-ft warehouse and Day Center
- Exposure to and communication with distressed individuals

PHYSICAL REQUIREMENTS

- Prolonged and repeated periods of sitting and standing
- Ability to lift and move objects of 30 to 50 lbs
- Ability to operate vehicles and warehouse equipment; keep licenses and certifications current
- Bend, stoop, kneel, crouch, push, and other mild to moderate activities, including climbing stairs

HOW TO APPLY

Please submit a resume and cover letter (1 page max) addressed to Celess Roman at apply@cscoregon.org with the subject line [Last Name, Program Director Application]. The cover letter should include why you are interested in working at CSC and how your skills and experience have prepared you for this position. There will be multiple rounds of interviews for this position, and CSC will request professional references for the final candidate. The position is open until filled.