



PROGRAM SPECIALIST, THE MARKET (BACK OF HOUSE)

Job Status: Full-Time

Job Classification: Exempt Salary

Reports To: Market Program Manager

Bluffton Self Help is seeking a proactive and reliable Program Specialist to support daily operations within The Market, our free grocery store that serves more than 400 families each week. With a primary focus on back-of-house functions, the person in this role is responsible for warehouse operations, inventory management, and logistics for mobile and off-site distributions, ensuring the behind-the-scenes systems are in place to deliver a smooth, dignified experience for neighbors. Working both independently and collaboratively, the Program Specialist supports multiple service models, engages directly with donors, neighbors, staff and volunteers, and helps ensure day-to-day operations run efficiently. Reporting to The Market Program Manager, this role requires strong judgment, initiative, and the ability to step in and troubleshoot in real time as needed.

Responsibilities:

- Reflect Self Help's mission and values in a professional style and personal actions.
- Provide a welcoming, respectful, and efficient experience for neighbors and volunteers.
- Lead all back-of-house operations, including warehouse organization, storage, and overall flow of inventory for The Market distributions, mobile market, off-site events, and holiday programs.
- Oversee stocking and replenishment process to ensure The Market maintains consistent inventory levels.
- Manage "host a drive" requests and coordinate donation logistics, including pick-up and drop-off and intake of incoming deliveries.
- Serves as Fresh Express staff lead, overseeing setup, flow, and volunteer coordination and support.
- Support operation and coordination of the mobile market and offsite distributions, including set-up, breakdown, and distribution support.
- Monitor inventory and support organization, rotation, and quality control of food items across all distribution models.
- Ensure accurate and timely data entry in CaseWorthy and other systems to maintain data integrity.
- Use data to identify and communicate inventory gaps, supply needs, and operational challenges and opportunities to manager in a timely manner.
- Serve as a point of leadership for volunteers during shifts by coaching, guiding, troubleshooting issues, and ensuring smooth operations.
- Demonstrate flexibility to shift between roles and locations based on daily operational needs.
- Act as The Market lead in the absence of the Program Manager.

Skills & Qualifications:

- Associate or bachelor's degree preferred; alternatively, a high school diploma (or equivalent) with 2–3 years of experience in food service, hospitality, customer service, or a nonprofit setting.
- Working knowledge of food safety standards is preferred.
- Solid written and oral communication skills and excellent phone manners.
- Strong organizational skills with the ability to manage multiple tasks and priorities simultaneously.



- Ability to adapt quickly in a dynamic environment where daily plans may shift based on volume, staffing, or deliveries.
- Proficiency and track record with spreadsheets, databases, and word processing.
- Demonstrated ability to take initiative, problem-solve, and make sound decisions in a fast-paced environment.
- Comfortable taking ownership of tasks and stepping into a leadership role when needed.
- Strong situational awareness and ability to anticipate needs across multiple service areas.
- Ability to work independently with minimal direction while maintaining alignment with team goals and program operations.
- Experience with logistics, deliveries, warehouse operations, or mobile services is a plus.
- Candidate must be willing to drive organization vehicles, including delivery vans and the refrigerated truck, as part of regular job duties.

Supervisory Responsibility

This position does not include supervision of paid staff; however, it involves regularly guiding, coaching, and directing volunteers to support daily operations.

Work Environment

This role operates in both a clerical office setting using standard office equipment and in warehouse, retail, and outdoor settings.

Physical Demands

This position requires physical demands while working in The Market, warehouse, and special programs. The ideal candidate will be able to stand for extended periods of time, bend, reach, and be able to lift at least 40 pounds.

Position Type and Expected Hours of Work

This is a full-time position. The Market operates Monday, Wednesday, and Thursday 8:30 a.m. – 6:00 p.m. and Tuesday and Friday 8:30 a.m. – 4:30 p.m. Team members are expected to work one – two late shifts per week (10:00 a.m. – 6:00 p.m.). Schedules may vary based on staffing needs, meetings, and occasional program events.