



**Department:** Market  
**Position Title:** Program Coordinator  
**Functional Title:** Home Delivery Program (HDP) Coordinator  
**Reports To:** Manager, Market  
**Pay Range:** Non-exempt, \$22-\$25 per hour, depending on experience  
**Schedule:** Monday – Thursday (Up to 30 hours)  
**Location:** 722 18th Ave Seattle, WA 98122

**General Description:**

The Byrd Barr Place Market is a cornerstone of our commitment to food justice and community care. Located in Seattle’s Central District, the Market provides essential support to individuals and families, ensuring equitable access to high-quality produce, culturally relevant groceries, and other necessities. Open three days a week, the Market offers a dignified, choice-based shopping experience. The Home Delivery Program operates four days each week, ensuring that clients who cannot physically access the Market– such as seniors, disabled individuals, and those facing transportation barriers– still receive vital food support.

We are seeking a highly organized, efficient, and proactive Program Coordinator to lead the operation of Byrd Barr Place’s Market Home Delivery Program. Under the guidance of the Market Manager, this individual will ensure the program runs smoothly four days a week, coordinating logistics with vendors, volunteers, and clients to deliver high-quality food to those unable to access the Market in person.

This role works in close partnership with another Program Coordinator who oversees onsite Market operations. Together, both Coordinators, alongside the Market Manager, ensure program activities are executed in alignment with funding guidelines and maintain effective collaboration with staff, clients, and community stakeholders.

The Program Coordinator must have strong organizational skills, leadership, and problem-solving abilities to oversee daily Home Delivery Program operations, monitor compliance with funding guidelines, and provide support to volunteers, staff, and clients. This role requires initiative, adaptability, and a commitment to equitable service delivery. The ideal candidate will demonstrate accountability in delivering results, embody grace when assisting clients, and exhibit competence in managing administrative and program logistics with precision.

This position is a great way to join the non-profit sector to impactful, community-focused work with a historically Black-led organization dedicated to empowering people– especially Black Washingtonians– to live healthier, more prosperous lives.



## **Essential Duties and Responsibilities**

### **1. Home Delivery Program Operations**

- Lead day-to-day operations of the Home Delivery Program (Monday–Thursday).
- Ensure food boxes are packed and ready on schedule.
- Assemble boxes or coordinate volunteers to complete packing.
- Maintain clear separation between home delivery inventory and Market stock.

### **2. Volunteer Coordination**

- Recruit, schedule, and support volunteers specifically for home delivery tasks.
- Provide direction and oversight during packing and delivery shifts.
- Maintain communication with volunteers to ensure consistency and reliability.

### **3. Partner and Vendor Relations**

- Serve as the primary contact for delivery partners (e.g., Cascadia, Amazon).
- Coordinate pickups with social workers and community partners.
- Build and maintain strong relationships with current and future stakeholders.

### **4. Client Outreach and Satisfaction**

- Conduct outreach to ensure clients' needs are being met.
- Collect and respond to feedback from home delivery recipients.
- Ensure respectful, culturally competent communication with clients.

### **5. Data Management and Compliance**

- Enter and maintain client records in Salesforce.
- Ensure data accuracy and confidentiality.
- Monitor compliance with program guidelines and funding requirements.

### **6. Physical Logistics and Safety**

- Operate power jacks and other equipment safely.
- Lift and move boxes up to 50 pounds as needed.
- Maintain a clean, organized, and safe packing environment.

### **7. Team Collaboration and Communication**

- Coordinate with the onsite Market Coordinator and Market Manager.
- Ensure alignment across Market operations and shared resources.
- Support cross-program communication with EAP staff and other departments.

### **8. Other Duties**

- Support additional program-related responsibilities as assigned by the Manager/Director of Operations.

## **Required Skills:**

- **Experience** – Minimum 2 years of relevant experience in social services, food services or client advocacy, preferably at a non-profit like Byrd Barr Place.
- **Cultural Competence and Customer Service Orientation** – Ability to connect and relate to individuals from a variety of cultural, ethnic and socio-economic backgrounds.
- **Time Management and Adaptability** – Ability to prioritize tasks, manage time efficiently, and adapt to changing needs of the BBP team, volunteers, clients, and stakeholders.
- **Decision-Making and Problem-Solving** – Ability to assess logistical challenges, resolve delivery issues, and adapt workflows to meet client needs efficiently and compassionately.



- **Communication and Conflict Resolution** – Strong interpersonal skills to engage respectfully with clients, volunteers, and partners; able to navigate sensitive situations and provide clear, solution-oriented responses.
- **Attention to Detail and Compliance** – Skilled in maintaining accurate client records and inventory tracking while ensuring adherence to program guidelines and delivery protocols.
- **Collaboration and Adaptability** – Works closely with the Market Manager, fellow Coordinators, and volunteers to ensure seamless coordination across Market operations; flexible in responding to changing needs and priorities.
- **Technical Proficiency** – Experience with Microsoft Office Suite (Excel, Outlook, Word, TEAMS) and ability to navigate Salesforce CRM for application tracking.
- **Experience** – Background in social services, case management or client advocacy.
- **Compliance and Security** – Must pass a background check.

**About Byrd Barr Place:** We envision abundant communities where all prosper. Our mission is to create a more equitable Seattle through innovative programs and advocacy that empower people to live healthier and more prosperous lives.

Byrd Barr Place is committed to building abundant communities where all prosper. We work to create a more equitable Seattle through innovative programs and advocacy that empower individuals to lead healthier, more prosperous lives. Our services primarily support individuals, families, and communities impacted by low-income status, poverty, and home instability.

***Note:** Specific responsibilities will be appropriately divided based on skill set and experience. Interested parties should submit a cover letter, resume and three professional references to [careers@byrdbarr.place](mailto:careers@byrdbarr.place)*