

Feeding America West Michigan Food Bank

JOB DESCRIPTION

JOB TITLE: Retail Coordinator

REPORTS TO: Food Acquisition Manager

Job Objective: The Retail Coordinator will provide excellent customer service and support the food bank's food and product procurement, specifically through the Store Donation Program. This position is also tasked with coordinating relationships between retailers and agencies involved in the SDP.

Requirements include excellent sales skills, diplomacy and problem resolution and can expect to be in the field about 50% of the time.

ESSENTIAL JOB FUNCTIONS:

- Build donor relations to cultivate and solicit prospective donors for Store Donation Program
- Maintain regular contact and develop relationships with key retail staff at all store locations, and agency staff involved in SDP via routine site visits and phone calls
- Create and maintain a key retail account contact database
- Demonstrate pleasant, professional, responsive and appreciative customer service at all times
- Proactively address store and agency compliance issues and implement quality assurance
- Run donor reports for tracking trends and volume
- Work with Food Acquisition Manager to develop donor recognition plan
- Maintain a process for managing agencies participating in the SDP
- Update SDP Agency Contracts annually
- Train agencies involved in SDP to use Primarius Web Window Direct Agency Pick-up receipting process as needed
- Work to create new store and agency partnerships, as needed/where necessary
- Track, report and resolve any store or agency issues with SDP
- Attend food industry events including trade shows, association meetings, and network conferences as required
- Attend food safety classes and receive ServSafe certification. Keep certification current

SECONDARY FUNCTIONS:

- Maintain regular communication with Feeding America's product sourcing department for updated information and background about national partners.
- Collaborate with internal departments to maximize donation opportunities; including regular strategy meetings with operations, programs and agency relations. **This list is not all-inclusive and other duties may be assigned**

Professional Requirements:

- Four year degree and/or comparable experience in sales and marketing or customer service
- Experience in the retail grocery industry a plus
- Excellent customer service, presentation and communication skills
- Strong written, analytical, and organizational skills
- Ability to travel, current valid driver's license and access to a personal vehicle
- Ability to work independently and collaboratively
- Committed to food bank's mission
- Maintain a Chauffeur license to support gleaning program

To apply for this position, please send resume and cover letter to Mallory Weber at
MalloryW@feedwm.org

Mission Statement

We gather and distribute food to relieve hunger and increase food security throughout West Michigan and the Upper Peninsula.

Core Values

We will treat everyone (staff, agencies, volunteers, vendors, community partners) with respect and dignity.

We will be good stewards of all our resources. We will be accountable for the use of these resources to fight hunger.

We will always act with integrity by being honest and open, and always delivering on our commitments.

We will build strong relationships within our community. Striving for collaboration and trust to engage our community in the fight against hunger.

We will strive to build on the diverse strengths of our staff and Board that represent the diversity of our community.

Equal Employment Opportunity

It is the policy of Feeding America West Michigan Food Bank to provide equal employment opportunities to all people without regard to race, color, religion, national origin, age, sex or disability and to promote the full realization of that policy. FAWMFB will assure equal employment opportunities in all personnel actions and procedures including, but not limited to recruitment, hiring, training, transfer, promotion, compensation and benefits.