



Job Title: Grocery Rescue Coordinator **Prepared By:** HR Manager
Reports To: Food Acquisitions Manager **Approved By:** Co-CEOs
FLSA Status: Non-Exempt **Rate of Pay:** \$20.00 per hour

Central California Food Bank is dedicated to ending hunger in the Central Valley. We provide food to more than 200 agencies in Fresno, Madera, Kings, Kern and Tulare Counties and serve over 280,000 people each month totaling over 40 million pounds of food in 2020.

The **Grocery Rescue Coordinator** will be responsible for building and maintain relationships with current retail donors and cultivating new relationships with donors and member partners picking up at the store. Responsible for accurate program compliance with both internal and corporate retail program requirements.

The following is a list of major duties and responsibilities for this position. It is not all-inclusive. Other duties and responsibilities may be added as needed and, in addition, management as appropriate may modify this job description.

Essential Duties and Responsibilities

1. Program Development and Coordination
 - a. Cultivate, nurture, and build positive relationships with grocery store management by serving as the key relationship manager for all grocery stores in our service area.
 - b. Keep track of retail store and member partner contacts that are needed for SB 1383 and waste reduction reporting.
 - c. Create and routinely implement on site stores visits, meet with management and receiving personnel, about corporate donation guidelines and/or concerns regarding donations and pick ups
 - d. Work with programs to develop a list of member partners that will be able to do retail store pickup and onboard those member partners as stores become available.
 - e. Solve problematic situations that may occur with retail store staff and member partners.
 - f. Write and send thank you letters, reports in a timely manner
 - g. Provide general communication with donors (newsletter, call-back, etc.)
 - h. Update and maintain database for all assigned stores including key contacts and member partners participating in the program.
 - i. Yearly communicate with current and new store partners on what they can and shouldn't donate based on Feeding America guidelines.
 - j. Complete member partner training on how to report pounds correctly in meal connect after each store pick up

- k. Ensure member agencies are reporting in a timely manner, and work with programs staff on reporting concerns.
 - l. Become familiar with “Blue receipt” process.
 - m. Create and Develop Standard operating procedures for retail store pickups by agency partners by store.
 - n. Adhere to different reporting requirements and timelines for donors.
 - o. Support retail campaigns for stores participating in retail program and in store food and fund drive campaigns.
2. Relationships/Communications
 - a. Develop an understanding of food donor/recipient needs and expectations
 - b. Build, develop, and maintain positive relationships across the team and with both new and existing food donors/recipients and member partners.
 - c. Must be comfortable working with people from diverse ethnic, educational, and professional backgrounds
 3. Provide excellent customer service to all Central California Food Bank customers including Central California Food Bank clients, staff, donors, logistics personnel, agency personnel, volunteers, board members, and the general public.
 - a. Engage in the following tasks or behaviors that represent excellent customer service: timely responses, punctuality and attendance, treating others with respect, distributing quality product, being knowledgeable and providing accurate information, and using appropriate non-verbal and verbal communication.
 - b. Perform other duties as assigned.

Minimum Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations will be made in accordance with the ADA to enable individuals with disabilities to perform the essential job functions.

1. Associates degree in a relevant specialization
2. Ability to coordinate multiple projects and adhere to deadlines in a high-energy, fast-paced environment.
3. Experience in retail grocery industry preferred
4. Basic knowledge of sanitary food safety, storage, and handling guidelines preferred.
5. Excellent organizational skills.
6. Good written, oral, and interpersonal communications skills.
7. Proficiency in Microsoft Word, Excel, PowerPoint and Outlook.
8. Cooperative attitude, willingness to learn.
9. Good customer service skills. Demonstrated self-starter capable of shifting between front-facing activities, administrative work, and project management.
10. Exceptional phone and communication skills,
11. A keen attention to detail and ability to prioritize competing demands/deadlines.
12. Team player with sense of humor and flexibility.
13. Valid Driver’s license and clean driving record

Benefits

- This position is eligible for benefits

Physical Requirements:

The physical demands described here are representative of those that must be met by an employee to successfully perform essential functions of this job. Reasonable accommodations will be made in accordance with ADA to enable individuals with disabilities to perform the essential job functions.

This position is located at a warehousing/distribution facility. With warehouse and truck traffic in the facility and grounds, a few steps to walk up into the facility and product stacked and stored throughout, this position requires someone who is mobile and who can watch for traffic and normal hazards of a warehouse environment. While performing the job duties of this job, the employee is regularly required to sit, talk, and hear. The employee frequently is required to stand, walk and/or reach with hands and arms. The employee must regularly lift and/or move up to 25 pounds and occasionally lift and/or move more than 50 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, and ability to adjust focus. Must be able to use a computer to track detailed data, write reports and receive information; must be able to communicate by phone and in person; must be able to drive to and from meetings, events, and to run errands.

Central California Food Bank is an at-will employer. This means that employment can be terminated at-will by the company or employee and such termination can be made with or without notice.