

**EASTERN ILLINOIS FOODBANK
JOB DESCRIPTION**

JOB TITLE: Retail Donation Coordinator

REPORTS TO: Vice President of Operations & Administration

STATUS: Part-time

HOURS: TBD

PRIMARY FUNCTIONS:

Administer and support the store donation program

- Educate store personnel (meat, deli, dairy, bakery, and produce managers, receivers, and store managers) on their program's donation guidelines
- Attend store meetings and store training sessions, as needed

Assist in the professional and timely pick-up of donated product from Foodbank Retail Partners. Monitor and report donation progress to store managers, district managers and program coordinators where applicable.

Secure food and grocery donations by calling upon established food manufacturing donors, lapsed donors, and non-donors and administer the food donor recognition program.

PRINCIPAL DUTIES & RESPONSIBILITIES:

- Face-to-face visits, meetings, and presentations (including donor's facility and food bank tours) with current, lapsed and prospective donors to secure donated food and grocery products.
- Carry out the pick-up, distribution, handling, storing, and processing of donated product.
- Execute a work plan for food acquisition; including donor recognition activities, performance metrics, and annual outcomes/goals.
 - Execute an onsite visitation plan
 - Utilize a store donation toolkit for each retail chain
 - Maintain a key contact data base
 - Maintain a process for managing agencies participating in the SDP
- Provide professional, responsive and appreciative customer service to all food industry partners, donors, and co-workers.
- Track donations by current donors, return of lapsed donors, and prospects turned to donors.
- Attend food industry events including trade shows and association meetings, and network conferences as needed.
- Participate in Foodbank safety program and maintain ServSafe certification.
- Complete Feeding America certification for Food Resources.
- Other duties and special projects as assigned.

EIF Internal Relationships:

- Works with Operations Staff to increase donations and improve donor relations.
- Works with Development Staff to ensure positive donor relations and recognize retailers where applicable.
- Works with Product Management team to effectively and efficiently acquire and distribute product.
- Works with Partnership Staff to maintain smooth business interactions with agency customers.
- WORK AT ALL TIMES TO PRESENT A POSITIVE IMAGE TO AGENCIES, DONORS AND THE PUBLIC AT LARGE

QUALIFICATIONS:

Skills, Education and Experience

- MS Office proficient; including Outlook, Word and Excel
- 3 to 5 years of experience in sales (food industry preferred)
- Excellent written and presentation skills
- Excellent customer service, communication and organizational skills
- Possess and maintain a valid CDL with clean driving record
- Ability to lift 60 pounds regularly and repetitively, 100 pounds occasionally; frequently lift, bend and stand, push and pull carts
- Ability to pallet jacks, and other warehouse equipment is required, including OSHA certification
- Ability to work independently and collaboratively
- Pleasant and professional demeanor