



Job Title: Retail Donations Coordinator

Classification: Non-Exempt, Full Time

Department: Member Services

Reports to: Director of Programs & Member Services

About Ozarks Food Harvest:

At Ozarks Food Harvest, we're passionate about making a difference in the lives of others – especially those who are food insecure. We believe everyone deserves enough to eat so they can lead a full and healthy life. All members of our team are proud of their work because we know we are making a real impact. Our mission has helped us build strong careers and a culture dedicated to working smart and efficiently. We are a member of the Feeding America network, which is the nation's largest domestic hunger-relief organization.

Ozarks Food Harvest is an equal opportunity employer. We embrace a philosophy that recognizes and values all. As a Feeding America member food bank, our goal is to attract, develop, retain, and promote a talented, diverse workforce in a culture where all employees contribute to their fullest potential.

Job Summary:

This is an onsite position based at the Ozarks Food Harvest facility in Springfield, MO, with offsite events or travel as needed.

This is also an additional position within the member services department, added to support the department's growing needs.

The retail donations coordinator position is dedicated to building community awareness with retail grocers while supporting the efforts of Ozarks Food Harvest to efficiently and safely distribute food. This position looks for opportunities to increase retail donations, while building and strengthening existing donor and agency relationships.

Enjoys Travel: This is a highly travel-intensive position, with travel required approximately 75% of the time. Travel is primarily local [within our service area of 28 southwest MO counties] and does not typically involve overnight stays. The successful candidate should enjoy traveling, be comfortable spending significant time on the road, and view travel as an integral part of the role.

Essential Functions:

- Act as the primary contact for retail donors.
- Research potential new food donation sources; creates, maintains and shares a tracking system of potential donors
- Cultivate new and existing food donors to build relationships and maximize donation potential
- Service approximately 150+ retail donor accounts, create and routinely implement an onsite visitation plan.

- Secure perishable and non-perishable food items from retail stores across The Food Bank's service area, which includes 28 southwest Missouri counties.
- Create and maintain a contact database for store and management list.
- Build a strong understanding for each chain's donation program.
- Act as liaison between retail donors and The Food Bank.
- Develop and maintain donor recognition program and awards for major food donors.
- Provide information and tours of Ozarks Food Harvest to visitors, donors, and other interested parties.
- Attend store meetings and training sessions (as store permits).
- Help foster relationships between member agencies and retail partners.
- Work with the communications team to recognize retailers for all donor efforts, food drives, etc.
- Collaborate with the operations team to make the most efficient use of transportation and other logistics needed for handling donations.
- Follow prescribed food safety guidelines throughout the entire donation/distribution chain.
- Coordinate agency training related to food handling and food safety.
- Ensure that proper reporting is submitted by members on the program.
- When new retail opportunities arise, work with the member services team to establish which members are appropriate for participation, based on proximity to retailer, agency capacity and distribution schedules.

Additional Responsibilities:

- Participate in Feeding America training institutes as necessary – some overnight travel may be necessary.
- Assist with mobile food pantry distributions as needed. Work involves periods of standing, lifting up to 50 Lbs. and occasional exposure to extreme outdoor conditions.
- Work toward a ServSafe Manager's Certification
- Other assignments as needed.

Physical & Environmental Demands:

- Ability to occasionally lift up to 50 pounds
- Ability to travel up to 75% of work schedule, with access to a company car. Must be comfortable with back roads, highways and city driving.

Requirements:

- A bachelor's degree or a minimum two years' experience in a retail food industry or related nonprofit organization
- Represent Ozarks Food Harvest professionally; maintain positive public relations and exceptional customer service
- Self-starter
- Familiarity with computer operations including Microsoft Word, Excel and Outlook
- Excellent collaboration skills and ability to work with people of diverse backgrounds
- Excellent communication and interpersonal skills
- Ability to work independently and with minimal supervision
- Strong organizational skills and attention to detail
- Basic knowledge of sanitary food safety, storage, and handling guidelines
- Proven track record of dependability
- Valid driver's license and ability to meet organizational driving and insurance eligibility requirements

How to Apply:

Apply at www.ozarksfoodharvest.org/careers and submit a resume to ofhjobs@ozarksfoodharvest.org. Please, no phone calls.

This job description does not list all the duties of the position and is not a contract for employment. Employees may be required to perform other duties. Ozarks Food Harvest reserves the right to modify this job description at any time. Employment with Ozarks Food Harvest is at will and may be terminated by either the employee or the organization at any time, with or without cause or notice.