



Job Description

Position Title:	Food Resourcing Associate – Part Time (20 Hours Per Week – No Benefits)
FLSA Status:	Non-Exempt
Salary Grade:	9
Department:	Operations
Location:	Salem Facility
Supervisor:	Food Resourcing Manager
Supervises:	None
Revised Date:	2/7/2018

Position Purpose:

The Food Resourcing Associate will support the mission of Feeding America Southwest Virginia and is responsible for soliciting food product donations, manage the donor/agency pickup program and food drives and raise public awareness for the organization.

Position Essential Functions and Responsibilities:

To be successful in this role, an individual must be able to perform in a satisfactory manner the functions or responsibilities listed below.

Position Responsibility (Expected Work):

1. As the Food Resourcing Associate, he/she will demonstrate a professional demeanor in interactions with all FASWVA staff, agencies, program representatives and government officials in ensuring a compliant safe facility and environment.
 - Stay informed and consistently practices the policies and procedures of Feeding America Southwest Virginia, Feeding America national office, USDA, FDA and government regulations pertaining to food handling, storage, sanitation and disposal.
 - Ensure compliance to Feeding America, VA Department of Agriculture and other health and safety regulatory bodies.
 - Possess knowledge of Feeding America Southwest Virginia and all programs.
 - Complete ServSafe training within six months of employment date and maintain current ServSafe certificate thereafter.

2. In working closely with and under the guidance of the Food Resourcing Manager, the Food Resourcing Associate is responsible:
 - Manage and coordinate the Partner Pick-Up Program for all prepared and perishable food donations in the Salem distribution area.
 - Ensure all Partner Pick-Up reports are received from participating partner agencies and processed weekly through Meal Connect.
 - Conduct partner agency PPUP trainings on and off site.
 - In conjunction with the Development Department, coordinate and manage cause-related marketing events, promotions, and food drives as needed.
 - Assist Food Resourcing Manager with all food drives, including planning, promotion, marketing, reporting, receiving product, and post-drive recognition.
 - Assist in promoting and marketing short-dated food products to Partner Food Pantries and Programs.
 - Update the on-line Hotline weekly.
 - Contact Partner Agencies as necessary to maximize delivery truckloads.
 - Cross-train with Food Resourcing Manager to procure food and arrange transportation through the Choice System, through the Purchased Food Programs, and through the USDA, TEFAP, and CSFP Programs.

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- Monitor bulk and commercial-size donated food items in inventory and notify on-site feeding programs, soup kitchens, and other specifically identified partner programs who can use these large items at least bi-weekly, or as needed. Assist with pulling orders for these programs.
 - Perform clerical tasks including correspondence, report generation, copying, and filing as assigned.
 - Provides excellent internal communication with employees from various departments and external communication with the public, specifically donors and vendors to solicit food, purchase goods and services, and to communicate the organization's mission and purpose to the public.
 - Assists in updating SOP's
3. As the Food Resourcing Associate representing the organization, he/she will demonstrate a professional demeanor in interactions with all agencies, food donors and the general public.
- Research, develop and maintain relationships with donors and prospects via phone calls, visits, mailings, and publications.
 - Represent the organization professionally; maintain positive public relations, and exceptional customer service.
 - Work with health department, VA Cooperative Extension Service Food Industry, Feeding America, and VA Department of Agriculture to ensure timely distribution of product.
 - Relate well with donors, agencies, community organizations and general public.

Diversity:

Demonstrate a core value of diversity by modeling and ensuring diversity and cultural competency (respect, inclusiveness, reflecting, valuing and welcoming of cultural differences) in all position responsibilities regardless of age, color, disability, gender, gender identity or expression, social class, marital status, national origin, race, ethnicity, religion, sexual orientation, veteran's status, nationality, age, language, origin or employment status.

Other functions:

- Promote a cooperative spirit within the organization and among internal and external participants.
- Perform other duties as assigned by the Food Resourcing Manager, Senior VP of Business Affairs and the President and CEO.

Interface: Responsible in maintaining positive relationships.

- Interactions with member agencies, the general public, vendors, donors, trucking and freight companies, farmers, food producers, the public and key contacts.

Minimum Skills and Qualifications required to capably performing in the position.

Training, Education and Experience:

Education:

- Bachelor's Degree or equivalent combination of education or 2-3 years' experience including personal solicitation of goods and services.

Experience:

- Two years of customer service experience in dealing with the public required

Knowledge, Skills and Abilities:

- Excellent oral and written communications skills, with public presentation experience.
- Excellent organizational, critical thinking, analytical, decision making, and interpersonal skills.
- Ability to persuade, negotiate, and convince donors to make contributions to the organization.
- Ability to work at a fast pace with a high level of accuracy and attention to detail.

- Able to work independently and to handle multiple priorities under minimal supervision.

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- Must be able to understand instructions and effectively demonstrate quality results.
- Possess a willingness to learn.
- Able to meet deadlines.
- Excellent organizational skills.

Allowable Substitutions: Combination of education, experience, and/or training that provides the required knowledge and skills for the position may be considered in lieu of education and/or experience at the company's discretion.

Language Skills:

- Must have excellent written and verbal communication skills with demonstrated ability to communicate effectively and convey concepts in an understandable way.
- Ability to communicate effectively with all staff members.

Mathematical Skills:

- Ability to perform basic math functions.

Technical/Computer Skills:

- Proficiency required in the use of Microsoft Office Word, Excel, Outlook Software and databases.
- Capable of learning and independently operating equipment required for the position including but not limited to printer, multi-use copier, fax, postage machine and phone system.

Other Skills and Abilities:

- Ability to maintain confidentiality at all times.
- Must be reliable and dependable.
- Positive work ethic, good relationship management skills and team-oriented attitude.
- Maintain compliance with established Food Bank directives, policies and external regulations.
- Be assertive in monitoring and implementing Feeding America and food industry best practices.

Licenses and Certificates:

Valid Driver's License and own transportation to work required. Maintain a safe driving record in driving company vehicles.

Team Commitment:

Considers the benefits and consequences to the team when taking action, openly shares ideas and information with others, effectively completes work activities with and through others, helps others achieve goals and complete work to meet the needs of the team and the organization. Criticizes actions, when necessary, not people and effectively negotiates win-win outcomes.

Flexibility:

Be willing to work overtime and mandatory days set forth by the organization on short-notice. Be willing to work flexible coverage as needed.

Physical Demands:

The demands described here are representative of those that must be met by an employee to successfully perform the functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the tasks outlined in this job description.

The position operates primarily in an office setting within the food bank. This position requires sitting at a desk and in meetings for long periods of time and involves extensive computer work with frequent interruptions.

Vision abilities required include close vision and the ability to adjust focus. Routine travel to functions and special events is normal, which requires driving.

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Occasionally, may be required to respond to organizational needs outside of normal working hours. The employee may be required to walk, stand, push, pull, lift bend, and carry objects up to 30 pounds. With forklift traffic in the facility and product stacked and stored throughout, this position requires someone who is mobile and who can hear and watch for traffic and normal hazards of a warehouse environment. Frequently, conducts work in an external environment. Conducts work in a fast paced and deadline driven environment.

Work Environment:

Feeding America Southwest Virginia is an equal opportunity employer and embraces a philosophy that recognizes and values diversity. Our goal is to attract, develop, retain and promote a talented diverse workforce in a culture where all employees will contribute to their fullest potential. This description provides information regarding the essential function of the designated job, and the general nature and level of work associated with the job. It should not be interpreted to describe all the duties whose performance may be required of such employees or be used to limit the nature and extent of assignments the individual may be given. This job description is not an employment agreement or contract.

I understand the requirements of the job.

Employee: _____ Date: _____
(Please print name) (Employee Signature)

Supervisor: _____ Date: _____
(Please print name) (Supervisor Signature)

