

LOS ANGELES REGIONAL FOOD BANK

JOB AD

Job Title: **Retail Store Service Coordinator**

Status: Hourly/Non-exempt

Supervisor: Director of Product Acquisitions & Agency Relations

Schedule: M-F, 6:00 a.m. – 2:30 p.m.

Principal Function:

Provides customer service support to retail store donors and Extra Helpings agencies. Assists with the recruitment, evaluation, enrollment, orientation and monitoring of existing and new retail donors and Extra Helpings agencies. Provide guidelines to agencies regarding the storage and distribution of food, record keeping practices, and maintenance of standards. Complete monthly Extra Helpings reports for donors, Feeding America, and internal directors.

Principal Duties:

Matches Extra Helpings agencies with retail store donors including Food Drive donors; Answers all telephone calls from retail stores and schedules pick-ups by the Food Bank and Extra Helpings agencies; Provides in-house and on-site technical assistance to prospective and participating agencies to include, but not limited to, the following: 1) Transportation, storage and distribution of food picked up from retail store donors; and, 2) Proper maintenance of food distribution and food recipient records; Assists/attends departmental activities such as the Annual All Agencies Conference and other meetings as directed by supervisor; Prepares monthly Extra Helpings report, including tracking of agency and donor participation for MSR report; Prepares monthly Blue Receipt Feeding America report; Prepares monthly Extra Helpings donor reports and other reports as needed; Maintains Extra Helpings database, data entry, and other administrative functions as required; Travel to (using personal vehicle) various agency sites throughout Los Angeles County to monitor prospective and participating Extra Helpings agencies according to established guidelines; Travel to (using personal vehicle) various retail store donors throughout Los Angeles County to solicit Extra Helpings donations.

Mileage Reimbursement for traveling to donor sites.

Other: May be required to work on weekends and evenings; Works effectively with other staff members at all levels of responsibility within the Food Bank; Performs other such duties as assigned by supervisor.

Qualifications: Must have reliable insured vehicle with valid California driver license; Computer literate (Microsoft Office – emphasis on Excel); Great interpersonal,

communication and customer service skills; Ability to work well with people of diverse backgrounds; Must work well with little supervision; Ability to compose and/or edit business correspondence, ensuring well-prepared memos and documents convey accurate meaning prior to distribution; Ability to work well under pressure and handle multiple tasks with solid deadlines; High School diploma required.

Desirable:

Experience with social service organizations; Ability to make presentations to groups; Some college or degree in Business Administration, Public Policy Administration, or Non-Profit Management.

Benefits:

We offer a competitive benefits package:

- Medical, dental, vision, life insurance, long-term disability plans, flexible spending accounts.
- 403(b) retirement savings plan
- Employee Assistance
- Vacation: 2 Weeks for the first 3 years.
- Sick Time: 9 days per year

If interested in this position, please apply directly at <https://www.lafoodbank.org/jobs/> with résumé and salary requirements.

Compensation:

\$14 to \$15 per hour depending on experience.

As a part of the Food Bank's pre-employment screening process, all potential employees are subject to a Criminal Background Check.

The Los Angeles Regional Food Bank is proud to be an "Equal Opportunity Employer".