

Feeding Southwest Virginia

Job Description

Position Title: Mobile Market Coordinator
FLSA Status: Non-Exempt
Salary Grade: 10
Department: Operations
Location: Salem VA
Supervisor: President and CEO
Supervises: None
Revised Date: 9/16/20

Position Purpose:

The Mobile Market Coordinator will support the mission of Feeding Southwest Virginia by selling groceries to people who want them in low-income, low access neighborhoods. The Mobile Market Coordinator is responsible for daily operations of a year-round mobile purchase market serving low-income communities to improve access to fresh fruits and vegetables. The Coordinator will function as the market's point of contact for vendors, clients, and community partners and will represent the market and the Food Bank within the community. They will regularly interact with, and at times serve as liaison to: customers, external stakeholders, vendors (produce wholesalers and farmers), community partners, community leaders, city offices, and the media—referring to other Food Bank departments or partners as appropriate.

The Coordinator position serves many functions for the Mobile Purchase program, and within parameters established through dialogue with Management will be responsible for participating in: Community Relations, Marketing, Pricing, Inventory Control, Sales, Sourcing, and Profit and Loss Performance Analysis. Incumbent will be required to understand the consumers' and vendors' needs, and with the support of the President and CEO and other Food Bank staff work to ensure those needs are addressed.

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 Mobile Market Coordinator, he/she will demonstrate a professional demeanor in interactions with all FSWVA staff, agencies, program representatives and government officials in providing direct support in ensuring a compliant safe facility and environment.
 - Keep informed and consistently practice the policies and procedures of Feeding Southwest Virginia, Feeding America national office, USDA, FDA and government regulations pertaining to food handling, storage, sanitation and disposal.
 - Ensure that maintenance of the warehouse, equipment, grounds, vehicles, sanitation, pest control, fire prevention and safety procedures are followed.
 - Possess basic knowledge of Feeding Southwest Virginia and all programs.
 - Complete ServSafe Manager training within the first three weeks of employment and keep current.
2. The Mobile Market Coordinator reports directly to the President and CEO and is responsible for supporting the Programs Department.
 - Developing and maintaining good working relationships with consumers, colleagues, vendors, community partners, community stakeholders, and volunteers.
 - Providing direction to and functioning as liaison for on-site volunteers (community partners)
 - Providing excellent customer service while managing all logistics of the stop (set up, safety, signage, etc.)
 - Assisting vendors, consumers, community members with market-related information.
 - Communicating with Mobile Markets Supervisor and other staff weekly (daily, when appropriate) about operations.
 - Operating Mobile POS system; responsible for daily reconciliation of mobile market sales transactions.
 - Weekly analysis of sales, sourcing, and service in consultation with appropriate support staff.
 - Working with other Food Bank internal departments to ensure that relevant marketing materials, such as: skill-building instruction, recipes, and nutrition information material are available and marketed to consumers and community partners.

- Raising awareness of the market in the communities served through targeted outreach activities and conversations.
 - Educating consumers and the community about local produce and the market's place in the local food economy.
 - Developing strong and comprehensive relationships with communities being served.
 - Regularly reading community new publications, and coordinating with the office staff to become involved in community functions and issues where appropriate.
 - Must display ease and comfort with people of different backgrounds, abilities, opinions and perceptions and demonstrate the ability to treat all people with equity and respect.
 - Drives and care for the Mobile Market and working with other Food Bank teams to ensure maintenance and safety issues are resolved promptly.
 - Maintaining accurate daily records of operations via reconciliation and client service spreadsheet.
 - Making sourcing decisions based on demand and availability of product, source of product and current inventory.
 - Pickup orders from vendors and prepare other Food Bank staff to receive delivered orders.
 - Collaborate with Food Bank staff to meet program priorities and assist other programs and departments when possible.
 - Making the safety of our customers, vendors, community members and colleagues a priority in all actions on the job.
 - Complete other tasks as needed or requested by the President and CEO and Chief Operations Officer.
3. Maintains and follows effective processes for office communication and administrative procedures.
- Maintain program files to ensure compliance with Feeding America and governmental regulations.
 - Handle site distribution complaints, suggestions and requests.
 - Develop strong customer service skills in effectively working with the public.
4. In working as a contact for the organization, demonstrates a professional demeanor in all interactions with partner programs, visitors, volunteers, donors and the general public.
- Visitors and volunteers should be handled professionally and promptly.
 - Deal effectively with a variety of personalities and situations requiring tact, judgment and resolution.

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.

Interface: Responsible in maintaining positive relationships

- Partner Programs and agencies and other nonprofit organizations and their representatives.
- General Public.
- Other departments within Feeding Southwest Virginia.
- Volunteers.

Minimum Skills and Qualifications required to capably perform in the position

Training, Education and Experience:

Education:

- Bachelor's Degree and at least 2 years of progressive experience in nonprofit, human services field with a demonstrated ability to work with people from a variety of background, and community outreach planning.
- Equivalent combination of education and related experience, retail and service organizations preferred.

Experience:

- 1-2 years of strong customer service experience required.
- Preferred experience with inventory.

- Previous leadership or coordinating experience.

Knowledge, Skills and Abilities:

- Capable of demonstrating exceptional analytical skills in reporting and data tracking preferred.
- Knowledge of and experience with operating warehouse equipment (i.e.: motorized pallet jack, pump jack, etc.) a plus.
- Able to work independently and to handle multiple priorities under minimal supervision.
- Position requires a high-degree of professionalism and trustworthiness.
- Demonstrated ability to work independently and meet deadlines while managing multiple tasks and changing priorities required.
- Ability to lift and move 50 pounds and stand for 7-8 hours.
- Strong interpersonal skills and ability to interact with internal and external audiences are required
- Ability to develop and maintain productive working relationships with staff and from all areas of the organization is necessary.
- Strong customer service ethic is required.
- Possess a willingness to learn.
- Excellent organizational skills.
- Required attention to detail.
- Occasional evening and weekend work required for special events.

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 staff, volunteers, children and other professionals.

Mathematical Skills:

- Ability to perform basic math functions such as addition, subtraction, multiplication, division and fractions.

Technical/Computer Skills:

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

Other Skills and Abilities:

The ideal employee will be able to:

- Multi-task
- Have great customer service skills
- Problem-solve with limited supervision
- Work a flexible schedule that will include some evenings and weekends

Licenses and Certificates:

- Employee must have a valid driver's license and a clean driving record.
- Employee must be able to obtain a ServSafe Food Manager certification within 2 weeks of employment.

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 in an office setting within the food bank and conducts works externally requiring driving and working with the public. This position requires working in an internal and external warehouse environment consisting of hot and cold temperatures, walking, standing, bending, climbing, stooping, twisting, pulling and pushing. Routine travel to meetings, functions, and special events is normal which requires driving. Occasionally, may be required to respond to organizational needs outside of normal working hours. 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. Conducts work in a fast paced and deadline driven environment.

Work Environment:

Feeding 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 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: _____
(Please print name)

Date: _____

(Employee Signature)

Supervisor: _____
(Please print name)

Date _____

(Supervisor Signature)