

# ***Feeding Southwest Virginia***

## ***Job Description***

**Position Title:** Partner Pick Up Associate  
**FLSA Status:** Non-Exempt  
**Salary Grade:** 9  
**Department:** Operations  
**Location:** Abingdon Facility  
**Supervisor:** Food Resourcing Manager  
**Supervises:** None  
**Revised Date:** 11/18/22

### **Position Purpose:**

The Partner Pick-Up Associate will support the mission of Feeding Southwest Virginia and is responsible for managing PPUP store donation partners and partner feeding agencies with the goal of expanding the program to add additional donation partners, link additional agencies and procure more PPUP foods.

### **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 a member of the Food Resourcing team, he/she will demonstrate a professional demeanor in interactions with all FSWVA staff, agencies, program representatives and government officials 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 compliance to Feeding America, VA Department of Agriculture and other health and safety regulatory bodies.
  - Possess knowledge of Feeding Southwest Virginia and all programs.
  - Complete annual Serv-Safe training.
2. The Partner Pick-Up Associate is responsible for establishing and maintaining relationships with local donors, including but not limited to retail grocery stores, outlet stores, restaurants, etc. in support of the store donation program. Build and maintain relationships with store personnel including store managers, assistant managers, and also (meat, deli, dairy, bakery, produce) managers and receivers. Build, maintain and nurture relationships with participating agency feeding partners and linking them to additional PPUP pickups.
3. The Partner Pick-Up Associate is responsible in managing and growing relationships with qualified agencies ensuring compliance, including but not limited to: Agency annual trainings, Serv-Safe, Meal-Connect reporting and other possible trainings as needed.
4. In working closely with, and under the guidance of, the Food Resourcing Manager, the Partner Pick Up Associate is responsible for managing and expanding the Partner Pick Up Program in the Abingdon area.
  - Research, develop and maintain relationships with PPUP existing donors and potential prospects via phone calls, face to face visits, mailings, and publications to add new donors and strengthen existing donor relationships to procure maximum donations.
  - Attend Feeding America webinars-such as but not limited to: FANO onboarding training, Meal-Connect training, retail trainings, and retail opportunity report training, learning hub trainings; etc.
  - Identify and solicit target stores that have previously not been donating, and educate potential donors to the benefits of donating to the food bank.
  - Conduct onsite visits in local and rural areas and implement a visit plan log tracking visits, results, successes and challenges.

- Monitor and report donation progress to store managers, district managers and program coordinators where applicable.
  - Maintain a key contact database-updating often to stay current.
  - Manage PPUP donor/agency partnerships for qualified agencies and link new or existing agencies to new donor partners.
  - Work with the FSWVA donor recognition plan to ensure and enhance donor recognition.
5. As the Partner Pick-Up Associate representing the organization, he/she will demonstrate a professional demeanor in interactions with all Partner Pick-Up agencies, Partner Pick-Up donors, and FSWVA staff
- 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 compliance to Feeding America, VA Department of Agriculture and other health and safety regulatory bodies.
  - Provides excellent internal communication with employees from various departments and external communication with the public, specifically Partner Pick-Up donors to solicit food and to communicate the organization's mission and purpose to the public.
  - Assist in the education of the public on hunger issues within the community.
  - Ensure agency reports are processed in Meal-Connect weekly.
  - Coordinates and manages events as assigned.
  - Perform clerical tasks including correspondence, report generation, copying, and filing as assigned.
  - Provide reports/ recognition/ visits to food donors.
  - Represent the organization professionally; maintain positive public relations, and exceptional customer service.
  - Work with local Health Departments, VA Cooperative Extension Service, Food Industry, Feeding America, and VA Department of Agriculture to ensure timely distribution of product.

### **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, Chief Operating Officer, Abingdon Operations Director 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 perform in the position**

#### **Training, Education and Experience:**

#### **Education:**

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

#### **Experience:**

- Two years of customer service experience in dealing with the public required
- Two years of strong administrative experience in working in an office environment 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.
- Must be able to understand instructions and effectively demonstrate quality results.
- Possess a willingness to learn.
- Demonstrated ability to work independently and meet deadlines while managing multiple tasks and changing priorities required.
- 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.
- Limited 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 and 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.

**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, fax, and 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

**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 for donor visits, functions and special events is normal. Some travel for overnight trainings is required. 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. Occasionally, conducts work in an external environment which requires driving. 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 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: \_\_\_\_\_  
(Please print name)

Date: \_\_\_\_\_

\_\_\_\_\_  
(Employee Signature)

Supervisor: \_\_\_\_\_  
(Please print name)

Date \_\_\_\_\_

\_\_\_\_\_  
(Supervisor Signature)