



## Job Description

**Job Title:** Retail Relations and Food Sourcing Specialist

**Department:** Agencies and Programs

**Reports To:** Agencies / Operations

**Supervises:** N/A

**FLSA Status:** salary, exempt

### **SUMMARY:**

Responsible for all grocery retail donor relationships, communication, and training in regards to the Grocery Rescue program. Specialist will regularly interact with participating grocery stores and enabled partner agencies to assure compliance with safe food handling regulations and all Feeding America, County, State, and Federal laws. This role is also looking for new sources of food for donation and purchase for United Food Bank.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include, but are not limited to the following. Other duties may be assigned by the Director of Agency Relations and Programs Services, Director of Operations or President & CEO.

- Manage all aspects of Grocery Rescue program, Store2Door program, and the participation of enabled partner agencies.
- Review and update guidelines, training materials, reporting, and assist in performing enabled partner agency monitoring, audits, etc.
- Repair, develop, and maintain productive working relationships with grocery retail donors, as well as enabled partner agencies (those who pick up the donations directly), and United Food Bank route drivers within the United Food Bank service area.
- Interact regularly with retail partners through personal visits to create relationships and encourage maximum donations, while providing education to retail partner staff.
- Coordinate with United Food Bank drivers and enabled partner agency drivers to ensure timely pick up of donations, while ensuring food safety standards are met.
- Communicate any relevant schedule changes with grocery retail donors on a daily basis.
- Onboard and train new retail partners, as well as approve and train enabled partner agencies to pick up donations directly from retail partner locations.
- Work with enabled partner agencies to maximize capacity and ability to transport and handle food safely.
- Ensure proper food handling procedures with all enabled agencies and retail partners, as well as operations staff.
- Communicate and share pertinent information regarding grocery retail donors and enabled partner agencies with United Food Bank staff, retail corporate contacts, and Feeding America contacts as needed.
- Assist in sourcing food from growers and manufacturers in United Food Bank service territory.
- Participate in Feeding America conference calls and trainings as needed.
- Work offsite independently, and be self-motivated.

### **Qualifications:**

- Minimum Associates Degree in Nutrition, Health, Marketing, Retail or related field or equivalent experience in food banking or retail grocery.
- Arizona Food Handlers Card, ability to acquire Serve Safe Certification
- Valid Arizona Driver's license and clean driving record
- Excellent verbal communication skills and the ability to communicate effectively with people of diverse backgrounds, and socio-economic levels.
- Exhibits qualities of maturity, good judgment and tact.
- At least one year of customer service.
- Good organizational and time management skills
- Proficient in Microsoft Word, Excel, Outlook, Publisher: Microsoft Suite

### **Language Skills:**

Ability to read, analyze, and interpret technical procedures, or governmental regulations. Ability to write reports, and business correspondence. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the public.

**Mathematical Skills:**

Ability to calculate figures and amounts such as proportions, and percentages. Ability to apply concepts of basic algebra.

**Reasoning Ability:**

Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

**Computer Skills:**

To perform this job successfully, an individual should have knowledge of spreadsheet and word processing software.

**Competencies:**

- Values Focused – emphasizes organizational values in their work activities and inspires co-workers to follow their lead.
- Analytical – synthesizes complex and/or diverse information.
- Problem Solving – makes timely and sound decisions based on logical presumptions that reflect information; prioritizes work tasks, goals and objectives; considers confidentiality of information before sharing with others.
- Oral Communication – speaks clearly and persuasively in positive or negative situations, demonstrates group presentation skills and conducts meetings.
- Planning/Organizing – prioritizes and plans work activities, uses time efficiently and develops realistic action plans.
- Safety and Security – actively promotes and personally observes safety and security procedures, and uses equipment and materials properly.
- Motivation - Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles; Measures self against standard of excellence; Takes calculated risks to accomplish goals.
- Planning/Organizing - Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Organizes or schedules other people and their tasks; Develops realistic action plans.
- Professionalism - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.
- Quality - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.
- Quantity - Meets productivity standards; Completes work in timely manner; Strives to increase productivity; Works quickly.

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

The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, and ability to adjust focus. While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel and talk or hear. The employee is occasionally required to stand; walk and reach with hands and arms.

The above job description is not intended to be an all-inclusive list of duties and standards of the position. Incumbents will follow any other instructions, and perform any other related duties, as assigned by their supervisor.