AGENCY DISTRIBUTION COORDINATOR

COMPANY OVERVIEW
Focused on uplifting our neighbors toward long-term sustainability, Feeding Tampa Bay nourishes human potential by providing access to food and then leveraging that access to connect those we serve with empowering resources. With a commitment to end hunger in our region by 2025, our work is driven by the desire to create health and capability in every family, child and senior we serve.

At Feeding Tampa Bay, we are on a united path to transform our community. We thoughtfully drive change while embracing and celebrating our collective impact, as well as the impact of each individual.

If you’d like to learn how you can make an impact as part of our dedicated team in the Agency Distribution Coordinator we want to hear from you!

SUMMARY
The Agency Distribution Coordinator is responsible for implementing distribution processes for the Agency Relations Department in order to increase the number of meals into the 10 county territory of Feeding Tampa Bay. The Agency Distribution Coordinator will also assist with the maintaining of the agency relations department by creating and sustaining the relationships and communications with agency partners for distribution of product within their assigned territory. The Agency Distribution Coordinator is responsible for the development and retention of food donation accounts with local sources as they interface with FTB agency partners.

JOB OVERVIEW
Email: hr@feedingtampabay.org
Phone: No phone calls accepted
Employee Type: Full-Time, Non-Exempt

ESSENTIAL DUTIES AND RESPONSIBILITIES:
- Maintain a consistent Agency Partner monitoring schedule and database.
- Maintain a consistent donor relations schedule with assigned donors. Provide weekly activity report on donor visits and interactions including an activity/phone log.
- Ensure that each assigned Agency Partner is compliant with FTB, state and local regulations.
- Maintains up to date and accurate files of all Agency Partners and assigned donors.
- Responds in a timely manner to Agency Partner questions or requests for information. Provide personal follow up for food donors ensuring excellent customer service is given to all.
- Keeps all assigned Agency Partner and donor contact information up to date and accurate.
- Assists Agency Partners and donors with the services and products offered by FTB.
- Assists with Agency Partner orientations and trainings, including leading onboarding and EARP set-up trainings.
- Responds to requests made by individuals inquiring about receiving food.
• Assist with and execute workshops and other training forums as identified in agency surveys, on-site reports and other assignments.
• Assist with the creation and maintenance of an active Agency Advisory Committee to include recruitment and work plan development for distribution and building Agency Partner capacity.
• Research, create and implement effective distribution methods to Agency Partners.
• Represent FTB at meetings or events, perform other related assignments and assist other FTB staff on special projects as required.
• Cross train in other areas of the Agency Relations & Programs Department.
• Develop and manage retention programs to include thank you notes, site visits and other means of recognition.
• Secure increased donations from new and current food donors with the implicit goal of maximizing donation potential.
• Manage internal donation tracking, evaluation and goal setting for food donor relationships.
• Demonstrate a pleasant, professional and helpful attitude at all times.
• Other duties and responsibilities as assigned.

QUALIFICATIONS:
To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION AND/OR EXPERIENCE
• Bachelor’s degree or 3 years’ experience in human services, business/account sales development
• Proficiency in Microsoft office suite
• Advanced computer literacy and data entry skills
• Knowledge of warehouse safety, food and product handling
• Good interpersonal skills and ability to interact professionally with the public
• Excellent oral, written and interpersonal communication skills
• Commitment to understanding and supporting FTB’s mission
• Superior Customer Focus
• Ability to work under deadline pressure and manage/prioritize tasks
• Strong team player and peer relationships
• May be required to work some weekends and/or adjust work schedule to meet deadlines
• Exercise good judgment and discretion; strong ethical character capable of handling confidential information
• Ability to work some nights and weekends, outdoors and in low income areas
• Ability to travel throughout our 10 county area to conduct site visits
• Ability to work independently and responsibly