

# Second Harvest Food Bank of East Tennessee

## Job Description: Food Drives Coordinator

**Team:** Development

**Reports to:** Sr. Manager of Engagement and Marketing

**Supervises:** none

**Job Summary:** The Food Drives Coordinator is responsible for data entry and customer service with regards to the Food Drives and Virtual Food Drive activities, which include pick up and drop off of food drive barrels and boxes from the Food Drive Van. Core responsibilities include coordinating with participating organizations around scheduling.

### Essential Duties and Responsibilities:

#### Coordinates and Supervises Food Drives and Virtual Food Drives

- Receive initial inquiries regarding food donations and respond accordingly to vet, expedite and coordinate donation receiving
- Communicates, coordinates, and assists with scheduling and logistics; pickup and delivery of barrels and food drive materials including promotional materials, etc. This also includes follow up for retention.
- Work with special event coordinator to ensure all communication, coordination, scheduling, and logistics are handled appropriately.
- Works with participant sites and if needed, coordinates with SHFB warehouse to ensure timely/accurate schedules.
- Enters data into SHFB's databases, tracking poundage, schedules, volunteers, and participation.
- Provides advice to participants on how to tailor food drives to their organization/business.
- Assists with online registration for virtual food drives.

#### Supports Second Harvest Events

- Provides follow up to community members by returning phone calls or emails as needed with regards to food drives and virtual food drives
- Coordinate solicitation events, stewardship materials and courtesies in cooperation with the team.

#### Collaborates and Coordinates with Other Departments

- Logs, tracks, and communicates all relevant contacts and food drive results and related reports to the Raiser's Edge and Operations team.
- Participate in Food Safety/Food Defense programs.

#### Supports the Marketing & Communication Team

- Draft the necessary letters, emails, promotional materials, and other resources to market and promote giving for food drive and virtual food drives.
- Assist with creating, printing, and mailing food drive donation.

- Develop the necessary mailing and email lists needed for various and sometimes complex segmentations of annual giving communications
- Work with marketing team to promote food drive events through website and social media.

## **QUALIFICATIONS:**

### Education, Training & Experience

- Experience in customer-service oriented positions, event management, or other experience in positions that relied heavily on coordination and organization. F-endorsement required for this role.

### Knowledge, Skills & Abilities

- Excellent organizational skills with ability to handle multiple tasks & problem solve.
- Ability to work accurately in Microsoft Office programs (i.e. Word, Excel, Outlook).
- High level of customer service skills.
- Comfortable interacting with the public.
- Ability to make presentations to small and large groups.
- Strong writing and verbal communication skills.
- Tracks and meets deadlines.
- Awareness of and compliance to confidentiality.
- Ability to work as a team member.
- Communicates effectively and respectfully with people from different racial, ethnic, and cultural groups and/or different backgrounds and lifestyles.

## **OTHER REQUIREMENTS**

- Must have access to a motor vehicle, as well as valid auto insurance coverage, for occasional driving on the job.
- Must have F-endorsement to drive the Food Drive Van
- Flexible expectations in meeting a variety of responsibilities throughout the day to ensure the success of Second Harvest Food Bank of East Tennessee.
- Ability to perform physical labor as necessary (stand/walk/move for long periods of time, and lift to 50 lbs.)