

JOB TITLE: Partner Relations Coordinator

REPORTS TO: Partner Relations Manager

STATUS: Full-Time

HOURS: Monday-Friday as scheduled, Weekends as needed

TRAVEL REQUIRED: 25-50%

PRIMARY FUNCTIONS:

Assists and supports relationships between Eastern Illinois Foodbank and distribution partners in an effort to alleviate hunger. Coordinates activity for the Mobile Distribution and Retailers Against Hunger programs.

PRINCIPAL DUTIES & RESPONSIBILITIES:

- Coordinate hunger-alleviating efforts with EIF partners and programs
- Assist with maintenance of accurate agency/program information in all databases and files (both internal and external)
- Provide information, documentation, and resource assistance to partner organizations as needed
- Assists with software implementation across agency network
- Assist potential new partners and their staff
 - manage application process
 - conduct site visit
- Educate store personnel and agency partner staff on donation guidelines and procedures
 - Attend store meetings and store training sessions, as needed
 - Attend partner agency meetings and training sessions, as needed
- Assist with the execution of the food sourcing plan and donor recognition program. Including, but not limited to
 - Store & Partner Agency Visits
 - Utilize a store donation toolkit for each retail chain
 - Maintain a key contact database
 - Monitor and report progress as directed
- Assists with identifying and coordinating mobile distributions
- Assists with Site Visit/Monitoring of EIF programs
- Monitors use of resources by partner agencies
- Assists with planning and implementing partner agency training
- Provide professional, responsive, and appreciative customer service to all food industry partners, partner agencies, and donors
- Attend community meetings and events, including trade shows, association meetings, and network conferences as needed
- Other duties and special projects as assigned

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Working condition may vary between controlled temperatures in an office-environment and non-regulated high temperatures in the warehouse
- Sitting and standing for long periods, walking intermittently

- Office-type as well as warehouse environment with regular use of basic office equipment (i.e., computer, printer, phone system, copy machine/scanner, projector, etc.)
- Occasionally lift or move up to 20 pounds
- Ability to stand, walk, sit, use hands to finger, or feel objects, tools, or controls, reach with hands and arms, climb stairs, balance, stoop or kneel, crouch or crawl, talk or hear, and taste or smell
- Use specific vision abilities, including close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus
- The noise level in the work environment is moderate to severe
- While performing duties of this job, the employee may be exposed to wet or humid conditions, extreme cold or heat, and general outside weather conditions

QUALIFICATIONS:

Skills, Education and Experience

- Prior food bank or non-profit experience are a plus
- Participate in Foodbank safety program and maintain ServSafe certification
- MS Office proficient; including Outlook, Word and Excel
- Three to Five years of experience in customer service, sales, or food industry
- Good written and presentation skills
- Excellent customer service, communication and organizational skills
- Ability to work independently and collaboratively
- Pleasant and professional demeanor