

VIRGINIA PENINSULA FOODBANK

JOB DESCRIPTION

JOB TITLE: Neighbor Assistance Coordinator

POSITION REPORTS TO: Director of Agency Services

JOB DESCRIPTION:

Under supervision of the Director of Agency Services, the Neighbor Assistance Coordinator is responsible for operating and maintaining all aspects of distribution projects or programs for the Virginia Peninsula Foodbank. Will assist Neighbors in Need ensure they are served in a timely and efficient manner, by providing services or access to resources.

JOB DUTIES:

- Coordinate all arrangements for special projects assigned by Director of Agency Services (DAS) and Chief Operating Officer (COO).
- Ensure Neighbors in Need are provided with access to appropriate internal Foodbank resources and programs or referrals to other organizations; by determining their enrollment eligibility.
- Provide direct assistance to neighbors in need.
- Coordinate Home delivery program.
- Utilizing appropriate software record information concerning services provided and data entry of neighbors served. Provide appropriate monthly service reports.
- Secure sites for produce trailer deliveries make initial contacts maintain site information and coordination.
- Develop calendar for deliveries, special events and drop-off events as assigned.
- Collaborate with Partner Agencies to improve equitable distribution of products and services.
- Communicate details of distributions with appropriate staff including: DAS, COO, Logistics Manager, Volunteer Coordinator (when requested).
- Develop process for each project assigned including; choosing site locations, maintain site information, delivery methods, inventory needs level.
- Maintain calendar, files, database and records for projects. Tally information at conclusion of distribution. Complete site orders and invoices for distribution records.
- Support MP and CSFP Coordinators with distributions as needed.
- Assist with completing regular inventory counts, checks and provide monthly/annual reporting to DAS for program accuracy.
- Collaborate with Product Sourcing Manager and Inventory Control Specialist to order and receive product in order to keep inventory at recommended levels for future distributions.
- Develop neighbor specific educational materials for the programs.
- Assisting in general office and field support as assigned by the DAS.
- Assist with Agency Services programs and initiatives.
- Complete other tasks as assigned or requested by the direct supervisor, department head or Senior Management.

- Commit to and understand the VPFB mission. This includes active participation in sharing the mission, vision and values of the organization, internally and externally, creating a culture of active philanthropy for and through all staff.
- In addition to demonstrated commitment to the Virginia Peninsula Foodbank mission to provide food security, the Neighbor Assistance Coordinator must have the ability to work with a diverse group of people, both staff and volunteers, and the ability to multi-task as circumstances dictate.

Work Experience:

- Minimum: 6 Months related experience.
- Preferred: 2 Years, working with neighbors in need or social service organization.

QUALIFICATIONS: Preferred Skills, Abilities & Certifications/Licenses:

- High School Diploma or equivalent
- Valid VA Driver's License
- Excellent people skills with an ability to work in a diverse environment with people of various educational, ethnic and socio-economic backgrounds and ages
- Excellent oral and written communication skills
- Food Safety Managers Certification or the ability to receive certification within three months of hire
- Ability to read and interpret documents such as pick tickets, safety rules, operating and maintenance instructions and procedure manuals
- Must be detail oriented with an ability to multitask effectively
- Self-motivated with ability to work independently and as an effective member of a team with a high degree of concentration and task focus.
- Demonstrate ability to multi-task several priorities and possess solid time management skills
- Ability to develop and write monthly reports for Foodbank and USDA
- Ability to perform basic math functions and to calculate figures and amounts such as percentages, proportions, conversion, weights and measures and volume in all units of measure, using whole numbers, common fractions and decimals
- Answer and make telephone calls in a concise and professional manner
- Ability to maintain all paperwork and records assigned to this position
- Ability to operate office equipment (Fax; Printer; Copier and Scanning)
- Ability to perform duties in accordance with the Foodbank's Illness and Injury Prevention Program
- Fork Lift truck certification or ability to receive certification after hire

Physical Demands:

While performing duties of this job, the employee is regularly required to when working in office or warehouse environment. Must be able to work in all weather and warehouse conditions; including refrigerated and freezer spaces.

This job requires that weight be lifted or force be exerted up to 40 pounds when handling inventory, donations, equipment, document and files.

Close vision (clear vision at 20 inches or less) working with documents, computer screens and filing.

Distance vision (clear vision at 20 feet or more), peripheral vision, depth perception and ability to adjust focus when operating equipment.

Regularly required to talk or hear when communicating with employees and clients.

Perform duties and work in all types of weather conditions in and out outdoors.

Use hands and fingers to handle, or feel

Reach with hands and arms

The employee frequently is required to stand and or walk for extended periods of time.

The employee must be able to climb or balance.

The employee is occasionally required to stoop, kneel, crouch, or crawl.

General Sign-off: Employees are expected to adhere to all company policies and procedures.

I have read and understand this explanation and the job description.

Position: Neighbor Assistance Coordinator

Employee Print Name: _____

Employee Signature: _____

Date: _____

Supervisor Print Name: _____

Supervisor Signature: _____

Date: _____

*Virginia Peninsula Foodbank is an Equal Opportunity Employer.
The Foodbank encourages applications from qualified persons of every race, ethnicity, national origin, religion, sex, age, veteran status, sexual orientation, and disability.*