

Food Rescue Coordinator

The Mississauga Food Bank's (TMFB) vision is **a Mississauga where no one goes hungry**. We relieve hunger in Mississauga by providing and promoting access to healthy food for people in need.

Job Purpose

Develop, implement, and optimize a new program to collect surplus food from Mississauga grocery stores. Work in collaboration with the warehouse and development teams and in partnership with Food Banks Canada's Retail Food Program.

Responsibilities

Program Development and Coordination (70%)

- Cultivate, nurture, and build positive relationships with grocery store management in order to solicit grocery stores to participate in the Food Rescue Program
 - Work collaboratively with the Marketing team to develop promotional/sales materials customized to TMFB's program
 - Visit stores, meet with management, and solicit their participation
- Develop any internal systems needed to carry out the program, including logistics, transportation, safe food handling, and collaborate to ensure staff compliance with systems
- Develop and support participating stores, serving as key relationship manager for all grocery stores
 - Visit the stores to build rapport and support them technically in this project, including onboarding and training
 - Define / review / optimize food distribution processes within participating stores
 - Solve problematic situations with store managers and make necessary follow-ups
 - Ensure optimal customer service and compliance with procedures
 - Write and send thank you letters, reports and/or confirmation of receipt after donation
 - Provide general communication with donors (survey, newsletter, call-back, etc.)
- Design and implement capacity building initiatives for the grocery store staff to identify and store the relevant food items for donation to the food bank.
- Work collaboratively with the Development and Marketing teams to coordinate internal/external communication and effective donor stewardship.

Reporting (20%)

- Identify and define performance indicators and create dashboards to report on and optimize program performance
- Produce regular statistical reports for the Development and Warehouse teams

Other (10%)

- Perform other related duties

Education and Experience

- At least 2 years' experience in a job associated with the agri-food sector and/or sales/fundraising
- Demonstrated experience and success in the sales cycle including prospect identification, qualification, cultivation, solicitation, stewardship, inside sales, and cold calls.
- College or university degree in a relevant specialization
- Familiarity with grocery store policies and practices such as safe food handling and disposal would be of benefit

Skills, Competencies, and Qualities

- Concern for and interest in issues of poverty, food security, and/or social justice
- Flexible and adaptable, with a focus on problem-solving and customer/donor service.
- Conscientious and high attention to detail, understanding attention to detail makes the difference between mediocre and excellent customer service.
- Internal and external networking and relationship building skills
- Strong analytical skills with an interest in operations
- Ability to work autonomously while being aware of the importance of accountability
- Committed to high-performance standards and continuous improvement
- Proficient in core computer software with strong skills in MS Office and/or Google Apps for business; familiarity with logistics software; familiarity with CRM software
- Ability to work occasional evenings and weekends
- Hold a valid driver's license and has regular access to a vehicle



Role Details

How to Apply: Email your resume to hr@themississaugafoodbank.org

Relationships: This position reports to the Director of Development with strong collaboration with the Warehouse team. Outside the agency, the position primarily coordinates with grocery stores.

Position Type: Full-time, some evening and weekend work required

Compensation: Salary commensurate with experience, plus:

- Funding for professional development
- Comprehensive benefits plan
- Matched group RRSP (after 3 months' employment)

Environment: We value the contributions of our staff, so we have a professional workspace, up-to-date technology, and a lunchroom with all the tea or coffee you can drink! The staff team laughs a lot, pitches in during those "all-hands-on-deck" times, and enjoys celebrating at outings a couple times a year.