



## **Food Donations Supervisor**

- ✓ Do you thrive building and growing relationships?
- ✓ Do you enjoy creating and following through with projects and initiatives?
- ✓ Do you have at least 3 years of experience working with food retailers and/or manufacturers and/or wholesalers to coordinate food donations?
- ✓ Do you like to work on your own and as part of a great team?

The Food Bank is looking for a Food Donations Supervisor to support our mission!

In addition to a great work environment, The Food Bank offers 14 days of paid vacation to start, 11 paid holidays, 10 paid sick days, excellent health and dental coverage, and a retirement plan with employer match.

The starting pay for this position is \$23.52/hour. We are currently located in Hatfield, and we are moving to our new facility in Chicopee next year.

To apply please send a resume and cover letter to [jobs@foodbankwma.org](mailto:jobs@foodbankwma.org) so we can get to know you.

### JOB OVERVIEW

This position manages the donor and agency partnerships for the Enabled Agency Pick-Up Program and is also responsible for all direct and indirect food donation activity and food donor cultivation functions, including the creation and maintenance of the overall food bank food source plan to meet The Food Bank's volume requirements and support the organization's annual food distribution goals.

### REPORTING RELATIONSHIPS

Reports to: Director of Food Operations  
Supervises: Food Donations Coordinator

### ESSENTIAL FUNCTIONS

#### **Ongoing**

- Manage the donor/agency partnerships for the Enabled Agency Pick-Up Program.

- Oversee the responsibility of ensuring stores and agencies are following donation safety guidelines, are prepared for pick-ups, and meet reporting requirements.
- Maintain food donor database, visit notes, and ensure records are accurate and up to date.
- Monitor and report food donor results and trends.
- Provide supervision of personnel; annual reviews, recruitment, coaching, and mentoring.
- Administer third party food rescue partnerships including contracts, relationships, and compliance.

### **Relationship building and management**

- Create and routinely implement an onsite visitation plan.
- Cultivate new and existing food donors to build relationships and maximize donation potential.
- With the Food Donations Coordinator, visit donor locations to present who we are and food donation programs they can participate in.
- Research potential new food donation sources; and create, maintain, and share a tracking system of potential donors.
- Develop and distribute retail and donor materials for outreach.
- Provide personal follow-up and/or recognition for local donors.
- Provide weekly activity report on donor visits and store-level interactions to the Director of Food Operations.
- Work with Philanthropy colleagues to optimize existing food donor relationships, to initiate new donor relationships, and to ensure recognition of retailers where applicable.
- Collaborate with Food Operations team to ensure the most efficient use of transportation and other logistical needs for handling donations.
- Communicate with Agency Relations team to stay abreast of agency and regional needs and limitations.

### **Planning**

- Create and maintain a food source plan tied to the food bank's annual volume plan, which documents planned sources of target food volume.
- Work closely with Director of Food Operations to effectively tie food sourcing efforts to the overall volume plan.

### **OTHER RESPONSIBILITIES**

- Run reports as needed for Food Operations and other Food Bank divisions.
- Attend special events, some of which may occur in the evenings or on weekends.
- Lead onsite and offsite meetings and prepare and present information as necessary.
- Collaborate with Food Operations management team and appropriate Food Bank staff to accomplish organizational goals.
- Follow all division and Food Bank policies and procedures.
- Perform other similar duties as required (by responsibility or necessity) or as requested by Manager.

## WORKING CONDITIONS

- Office environment with occasional remote work
- Some travel throughout the Food Bank's service area

## JOB QUALIFICATIONS/ REQUIREMENTS

- Education and Training – High School diploma or the equivalent
- Experience - 3 to 5 years' experience working with food retailers and/or manufacturers and/or wholesalers to coordinate food donations or similar experience
- Food safety knowledge and ServSafe certification or must pass the exam within 6 months of hire
- Product handling and warehouse knowledge
- Ability to work both independently and as a team player
- Ability to create new projects/initiatives and see them through from inception to implementation
- Strong organizational, project management, and analysis skills
- Ability to manage multiple projects with attention to detail, handle interruptions, maintain focus on producing quality work, and effectively meet deadlines and outcomes
- Sincere commitment to work collaboratively and ability to work with people of diverse and socioeconomic backgrounds
- Very strong communication skills, including written and verbal. Ability to present information succinctly, clearly, and professionally with others in person, on the phone and by email
- Effective relationship-building skills
- Highly proficient in the use of MS Office, database management, and Internet

## JOB PREFERENCES

- Associates Degree or the equivalent
- Experience in inside or outside sales with proven results
- Research and/or market research experience
- Strong understanding of food banks and food banking supply chain processes and challenges

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