

PARISH: St. Leo Food Connection

TITLE: Food Bank Admin Coordinator

NAME:

REPORTS TO: Director Food Connection

DATE:

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## **I. POSITION PURPOSE**

This position is responsible for the administrative phases of St Leo Food Connection Food Bank operations as well as supporting the overall mission of St Leo Food Connection. Maintains a welcoming, friendly, and cooperative environment where everyone (donors, workers, and customers) is treated with compassion, dignity, and respect. Demonstrates effective leadership and good public relations skills.

## **II. ESSENTIAL DUTIES AND RESPONSIBILITIES**

### **Administrative Support**

- Assist in Maintaining the content and graphics for entity websites and their peripheral components (calendar, podcasts, links, Constant Contact, and social media) for St. Leo Food Connection.
- Serves as liaison between social media followers and the Food Connection.
- Designs and produces publications and Fundraising materials.
- Produces graphic materials needed for the maintenance of all visual communication outlets.
- Provides broad support and serves as an administrative resource to Food Connection staff needing assistance.
- Maintains the Food Connection Donor Database
- Gathers, compiles information, and produces the Food Connection Annual Report, and assists in Annual presentation.
- Assists the PA Administrator with recruiting, employee relations, training, and communication.
- Utilizes approved resources to assist with operation of telephone system, on computers, network equipment, electronic door access, and other systems.
- Participate in staff meetings and provide minutes summarizing outcomes and decisions.
- Prints letters, bulk mailings, labels, and any other printed materials needed.
- . Other duties and responsibilities as assigned.

### **Food Bank**

- Maintain an equitable and efficient food distribution model that honors the dignity of every person receiving assistance.
- Maintain a clean and safe environment by following food safety regulations.
- Coordinate with the Warehouse Coordinator to ensure appropriate amount of food is stocked and available for expected food bank needs including Springbrook, Sacred Heart, and NE Tacoma Mobile Foodbanks.

### **Record Keeping**

- Maintain confidentiality and accuracy of client, volunteer, and community service databases.
- Maintain accuracy of inventory database.
- Review daily food distribution sheets for accuracy.

### **Facility Management**

- Ensure safety, maintenance, and cleanliness of site including vehicles, exterior areas, and parking lot.
- Maintain temperature log for freezers and refrigerators. Record & post temperatures for distribution coolers and freezer daily.
- Ensure that the food bank, vehicles, exterior areas, parking lots and restrooms are clean. Close and secure facility at end of shift.

### **Volunteer Management**

- Assist Volunteer Coordinator to schedule and train volunteers to serve in food bank; perform safety checks every week to ensure proper techniques are being followed.
- Supervise, coach, counsel volunteers as needed.

### **Customer Service**

- Handle customer service issues with diplomacy. When issues occur, provide a response within 3 days of complaint to customer.
- Talk with customers on a weekly basis to gather feedback.
- Provide referrals to other resources to customers as needed.

### **Professional Development-Public Relations**

- Participate in appropriate workshops, conferences, and community meetings related to food banks and administration, and maintain current required certifications.
- Seek out opportunities to give presentations to community groups and organizations such as community gatherings, fairs, service clubs, businesses, churches, professional organizations.

## **III. COMPETENCIES**

- Previous supervision experience preferred.
- Demonstrate success in working collaboratively as part of a team.
- Knowledge of food bank operations and inventory control preferred.
- Obtain and maintain a current Food Handlers Certification as required by the State of Washington.
- Current Washington state driver's license with copy of driving abstract as proof of insurability required.
- Ability to interact effectively with the community.
- Minimum High School Diploma, associate or bachelor's degree preferred.
- Maintain proficiency in Microsoft Office, the donor management system and any other hardware or software required to perform the duties of the position
- Archdiocese of Seattle Safe Environment Training and background check required.

### Physical Demands:

- Must be able to lift min of 35 lbs. on a repeated basis.
- Must be able to work independently.
- Must be able to sit or stand for four or five hours.
- Must be able to communicate clearly using a phone.