



## Home Delivery Coordinator Job Description

<b>Job Title</b>	Home Delivery Coordinator	<b>Location</b>	Remote (with onsite training/meetings and off-site visits)
<b>Salary Range</b>	\$35,000	<b>Position Type</b>	Contracted – 1yr Term
<b>Department</b>	CSFP - 25	<b>Hours</b>	Monday – Friday 9 a.m. - 5:30 p.m. + occasional nights & weekends
<b>Reports To</b>	CSFP Manager	<b>Supervisory</b>	No
<b>Position Code</b>		<b>Hourly or Salary</b>	Fee for service

- **Position Summary**

This position has been created to oversee the Home Delivery pilot program. This is a 1-year contracted, grant funded, full-time, exempt position that reports directly to the CSFP Manager. This position is not eligible for overtime or benefits. The Home Delivery Coordinator is responsible for overseeing Dare to Care Food Bank’s (DTCFB) Home Delivery program. The primary responsibility of this position is to ensure the organization, training, and execution of the program with an emphasis on fostering CSFP site partner relationships all while adhering to Federal, State and DTCFB policies, procedures, and regulations. These site partners include food pantries, shelters, senior apartments, government agencies and senior healthcare facilities. This role is primarily focused on the Commodity Supplemental Food Program (CSFP) and the supplemental produce package that is being offered in conjunction with the home delivery program, with opportunities to engage with and support additional programs offered by Dare to Care Food Bank.

- **Essential Job Functions**

*Reasonable accommodations will be made to enable individuals with disabilities to perform the essential functions.*

- Facilitate monthly home delivery distributions, data entry in the DoorDash software, and CSFP site partner training for the home delivery program.
- Create, maintain, update, and distribute program documents, agreements, and training.
- Proactively engage with CSFP site partners to collect the home delivery lists each month.
- Communicate with CSFP site partners on any issues such as box returns, outdated addresses, and phone numbers.
- Actively reach out to each older neighbor on a monthly basis to notify them of their delivery date.

- Track participation, box returns, neighbor additions and removals, phone calls/voicemails, issues, and resolutions.
  - Create and print a quarterly nutrition flyer to add to the home delivery boxes.
  - Resolve program challenges with a focus on continuous improvement.
  - Maintain a healthy relationship with DoorDash representatives and resolve all Door Dash issues that may arise.
  - Proactively strengthen relationships with CSFP site partners to meet the needs of our food insecure older neighbors with an emphasis on shared values of respect, equity, and food justice.
  - Build strong working relationships with CSFP site partners to understand their unique strengths and needs.
  - Provide excellent customer service to CSFP site partners and CSFP older neighbors which includes responding in a timely and professional manner to their questions, feedback, and requests.
  - Support DTC efforts to solicit feedback from the community to aid in designing future efforts to advance DTC's mission.
  - Maintain a comprehensive understanding of current food bank requirements and processes for food access partner programs, including policies regarding distribution of food from federal, state, and charitable sources.
  - Conduct regular site visits to ensure partners are in compliance with policies and regulations pertaining to the CSFP home delivery program.
  - Document and address non-compliance issues in a professional and timely manner.
  - Update Primarius software to reflect all site communication, training, etc.
  - Maintain clear communication about DTC guidelines and expectations with CSFP site partners.
  - Organize and communicate information and respond to inquiries from DTC teammates and external stakeholders.
  - Perform other duties and tasks as assigned.
- **Minimum Qualifications**
    - High School diploma
    - 2 years of relevant experience
    - Experience with data entry, data collection, reporting, and program evaluation.
    - Excellent interpersonal and communication (written and verbal) skills.
    - A valid driver's license and regular access to dependable transportation is a must.
    - Ability to travel throughout service area (local) for meetings and site visits.
    - Ability to thrive in a collaborative, positive, high-energy work environment.
    - Have high integrity, supporting the mission, philosophy, values, and policies of Dare to Care Food Bank.
    - Ability to represent Dare to Care Food Bank professionally and ethically with stakeholders in all aspects of the community.
- **Preferred Qualifications**
    - Experience working with community-based nonprofit organizations.
    - Proficiency in Microsoft Office 365 including Groups and SharePoint.

- **Working Conditions & Physical Demands**

This position requires constant use of a computer and other office equipment, such as phones, calculators, computer printers and copy machines. The person in this position needs to occasionally move about inside the office to access file cabinets, office machinery, etc. Must be able to remain in a stationary position 85% of the time.

The person in this position frequently communicates with internal and external stakeholders (food bank leadership and staff, grantmaking organization staff, etc.). Must be able to gather and exchange accurate information in these situations.

This position requires transportation for local meetings, site visits, or trainings. Occasional night or weekend work may be required.

This position requires the ability to adapt well in the face of workplace stressors, such as, but not limited to customer complaints, non-compliance, competing programmatic priorities, and maintaining the safety of people, property, and food.

This person should be able to quickly diagnose and resolve issues associated with the sites, the home delivery program, and any customer complaints.

- **Position Type & Hours of Work**

This is a full-time, 1-year contract position under the Fair Labor Standards Act (FLSA). It is not eligible for overtime pay. Days and hours of work are Monday through Friday, 9:00 a.m. to 5:30 p.m. This position requires occasional evening, and weekend responsibilities.

- **Salary Range & Benefits**

The pay for this position is \$35,000.

Benefits – Not applicable

- **Disclaimer**

The duties and responsibilities described in this job description do not imply an employment contract. They are intended to describe the general nature and level of work being performed by the incumbent(s) of this job. They are not intended to be an exhaustive list of all responsibilities and activities required for the position. Additional tasks may be assigned to the employee from time to time; or the scope of the job may change as necessitated by organizational demands. This position could require you to lift and/or move up to 35 pounds on occasion. The incumbent must be able to lift, stand, sit, use hands, reach, climb stairs, balance, stoop, kneel, talk, hear, and drive. Must have close vision, distance vision, color vision, peripheral vision, depth vision, and the ability to focus.

- **AA/EEO**

It is the policy of Dare to Care Food Bank to provide equal employment opportunity (EEO) to all persons regardless of age, color, national origin, citizenship status, physical or mental disability, race, religion, creed, gender, sex, sexual orientation, gender identity and/or expression, genetic information, marital status, status with regard to public assistance, veteran status, or any other characteristic protected by

federal, state or local law. In addition, Dare to Care Food Bank will provide reasonable accommodations for qualified individuals with disabilities.