



Logistics & Relationships Coordinator Job Description

Work Hours: Salaried - Full-Time

M-F, sometimes starting as early as 7:30; 2 Saturdays per month and some evenings required

Position Summary:

The Logistics & Relationships Coordinator is responsible for the daily implementation of the food rescue program. This position coordinates logistics for food delivery, leads food rescue and distribution data reporting, works with volunteers to complete daily routes, and serves as a liaison between food donor and recipient agencies.

Supervision Given By:

The Logistics & Relationship Coordinator is part of the Food Rescue Program Team and is supervised directly by the Program Manager. Supervision is given in the form of informal communications, weekly check-ins, and an annual performance review.

Qualifications and Competencies:

- Committed to T2T's mission of food rescue and hunger abatement
- 1 year experience working with volunteers, leading a team in a work environment, and/or coordinating nonprofit human services
- Highly organized, analytical, and IT-competent – proficient in Microsoft Excel and Google suite
- Ability to collect and analyze data and make recommendations for program improvements
- Ability to connect with others, forge strong relationships, and communicate effectively (oral and written) with volunteers, food donors, and recipient agencies
- Ability to support, network, and motivate volunteers, staff, food donors, and recipients
- Ability to organize and maintain detailed records; complete necessary paperwork and meet deadlines
- Ability to maintain confidential information
- Ability to use database programs
- Ability to assess, evaluate, plan, revise on the fly, and implement work within the context of position responsibilities

Licenses, Certifications or Similar Qualifications:

- Over 21 with a valid driver's license for a minimum of 4 years and good driving record; must be willing to drive large vehicles

- Ability to be certified in safe food handling practices

Essential Functions:

Relationship Coordination

- Maintain and develop good relationships with food donors and recipient partners
 - Ensures daily donor/recipient needs are met
 - Ongoing assessment of donations and receiving trends, working with Program Manager to identify needed changes
 - Implements food distribution changes and new training for partners
 - Participates in recipient partner meetings
- Implements changes to food rescue routes to onboard new partners
- Participates in Program Committee, keeping committee apprised of operations and analyzing insights from the committee

Logistics Coordination

- Evaluate and design food rescue routes for efficient use of volunteer resources, staff time, equipment, and donor/recipient schedules
- Act as logistics contact between T2T and the respective donor and recipient agencies
- Facilitate weekly food rescue routes including twice weekly warehouse donations
- Oversee inventory management
- Work with food bank warehouse manager to coordinate distribution of excess
- Coordinate one-time and unexpected donation distributions
- Support fleet maintenance and facility compliance in cooperation with Operations Coordinator
- Coordinate logistics of partner vehicle use, including paid use and vehicle sharing

Program Documentation & Development

- Document institutional knowledge in the form of SOPs (Standard Operating Procedures) and position guides
- Implement food safety, quality assurance, and vehicle safety policies and procedures
- Work with Volunteer Coordinator and Volunteer Engagement Committee to develop volunteer training plans and manuals for food rescue routes, food safety, ambassadorship, and vehicle safety
- Identify areas for improvement using data trends
- Work with external groups on program improvements and data collection based on program needs
- Support Program Manager in analyzing data, assessing performance, and implementing improvements according to defined goals
- Ensure accuracy of monthly, quarterly, and annual data reports, and contribute reports to partner stakeholders
- Provide supporting documentation and input on grant requests and grant reporting

Day-to-Day Volunteer & Program Supervision

- Greet and assist volunteers and coordinate daily routes by getting volunteers started and directing their tasks for the day
- Update volunteer schedules for route and facility volunteers

- Find last-minute volunteer subs for open routes and serve as a back up to Volunteer Coordinator in volunteer scheduling
- Communicate with key staff at donor/recipient sites to ensure smooth pick-up and delivery of donations
- Record volunteer feedback concerning donors or recipients, vehicles, and volunteer availability and absence information, and maintain communication with staff to pass on pertinent information that impacts the planning and management of the program
- Answer phone calls, greet visitors, and accept walk-in donations
- Respond to requests for on-call food pick up or distribution and add into daily route schedule as possible
- Unload and organize food received at T2T and work with staff to determine the appropriate distribution of drop-in donations
- Accompany volunteers on food rescue route delivery when needed
- Complete fleet prep/shop/facility duties normally done by volunteers as needed
- Facilitate agency pickups when not done by a volunteer
- Supervise and train fleet prep/shop, core support, and reception volunteers
- Supervise volunteer special projects and group van cleanings as needed

Typical challenges this position will face:

- Accepting that each day may bring surprises and that unpredictability is in the nature of this work
- Making sound, quick decisions based on available information
- Being cool under pressure: able to work calmly under the stress of multiple and shifting priorities and short timeframes
- Frequent interruptions, especially during hours with heaviest volunteer activity
- Communication challenges around complicated logistics – working to avoid misunderstandings with volunteers/partners

Work Environment:

- Works in both an office and warehouse/transportation environment
- May require sharing responsibilities with team members during staff time off or vacancies
- Moderate physical demands, lifting 20-40 lbs.
- Must be able to use technology including computers, printers, phones, vehicle and refrigeration units, and other equipment