

Rhode Island Community Food Bank

Job Description

Title: Customer Service Coordinator
Reports To: Director of Operations
Status: Non-exempt (hourly)



Our Mission: To improve the quality of life for all Rhode Islanders by advancing solutions to the problem of hunger.

Our Vision: We envision a state where no one goes hungry.

Position Summary: The Customer Service Coordinator (CSC) is responsible for implementing all agency in-house activity and distribution. The CSC also assists with special acquisitions and distribution projects and activities including food drives, community farms and the delivery programs. The CSC reviews online orders and oversees all agency in-house activity. The CSC also handles agency questions and complaints and is a proactive problem solver for all agency activity. The CSC is responsible for coordinating the smooth operation of agency and order flow by successfully working with agencies, the operations teams and the agency services department. The CSC must be able to effectively and accurately communicate the policies and procedures of the Food Bank to agencies as well as communicate customer needs back to the Food Bank.

Duties and Responsibilities:

1. Order processing duties include being the primary on reviewing online orders, processing all agency paperwork and identifying actual and potential agency issues or concerns and working to develop and implement solutions.
2. Agency Shopping Area responsibilities include working to achieve our shopping area distribution goals, ensure that the shopping area is properly stocked, communicating special programs, projects, workshops, and procedures, ensuring signage is up to date and supervising agencies as they shop.
3. Works with warehouse team to process walk-in donations.
4. Rapid Distribution program coordination includes working to meet our program distribution goals, marketing product to agencies and working with the warehouse team to ensure timely product flow.
5. Delivery Program coordination includes managing the master schedules, tracking agency activity, and providing reports on activity. Also responsible for doing new delivery request paperwork and communicating with Agency Services on delivery activity.
6. Collects, collates and reports on agency statistics, works with the agency base to ensure that statistics are turned in each month in a timely manner and reports any issues.
7. Food drive coordination includes taking calls providing assistance and agency referrals where applicable and passing calls up for larger drives and events. Tracks drive and referred drives.

8. Coordinate the Community Farm Program including collecting data, communication with sites, expense tracking and workshop and forum development with the department director.
9. Reporting responsibilities include, tracking for direct to agency, community farms, shopping area, food drives and delivery, product arrival logs and others as assigned.
10. Other duties and administrative projects as assigned.

Skills and Qualifications:

- An associate's degree and at least eight years of experience in a customer service environment or the equivalent.
- Excellent customer service skills.
- Effective problem solving and decision making skills and the ability to handle difficult situations and people.
- The ability to work on several tasks with attention to detail, and to deal with interruptions while maintaining focus on tasks, and producing accurate work.
- Strong understanding of office environments and standard administrative procedures including the ability to communicate effectively both when speaking and in writing using standard forms of professional and office communication.
- The ability to work successfully both on a team and independently.
- High proficiency with Microsoft Windows and Office environment (Word, Excel, Outlook) and knowledge of standard office equipment.
- The ability to work with people from diverse social and ethnic backgrounds.
- Must be able to pass a criminal background check.

Working Conditions: Work is typically performed in an office setting using computers and phones extensively. The office is located in a warehouse and is subject to varying temperatures in all seasons (located next to an open dock and adjacent to the main warehouse). May occasionally need to lift and carry objects up to 35 pounds and assist in keeping the shopping area stocked and clean. On occasion may need to work outside of office hours and occasionally drive to sites in the community.