

JOB DESCRIPTION

POSITION: Retail Rescue Coordinator

STATUS: Full-time, Exempt

Job Summary

The Retail Rescue Coordinator works collaboratively with the Operations and Programs team members to manage the Partner Rescue Program. The Coordinator will identify and develop strategic partnerships with agency partners and retail donors to increase the volume of wholesome foods recovered from local and national retailers year over year.

ESSENTIAL FUNCTIONS & RESPONSIBILITIES:

Agency Onboarding / Maintenance / Stewardship

- Manage enablement partnerships with existing agency partners and strengthen capacity to increase participation.
- Provide professional, responsive and appreciative customer service to all agency partners.
- Maintain relevant databases and oversee required agreements, documents and record notes from partner interactions.
- Educate agency partners about the Partner Rescue Program: the benefits associated with participating and share available opportunities.
- Train participating agencies annually on:
 - Proper food handling, transportation, and storage for retail pickups
 - Proper retail donor stewardship/engagement
 - Reporting requirements in MealConnect
- Monitor and maintain timely reporting in MealConnect
- Accompany Agency Relations team members on site visits to agency partners, complete required inspection reports and ensure non-compliance findings are corrected
- Work closely and maintain open communication with Agency Relations team

Retail Donor Outreach / Maintenance / Stewardship

- Manage retail partnerships with existing stores and strengthen engagement to increase participation.
- Identify, cultivate, and secure new retail partners to support growth in Partner Rescue Program year over year.
- Create and execute monthly onsite visitation plan for new and existing retail partners within Second Harvest's service area.
- Maintain an updated store donation toolkit for each retail chain, to be used when visiting stores
- Responsible for keeping an active list of prospective retail partners.
- Provide professional, responsive and appreciative customer service to all food industry partners.
- Maintain donor database and record notes from donor interactions.

- Coordinate communication with retail donors, including the immediate acknowledgment of contributions and sustained stewardship of relationships including, but not limited to year-end recognition.
- Assist the Food Sourcing Manager in enhancing Partner Rescue Program by engaging donors and identifying ways to continuously improve the overall program.
- Prepare and send monthly donation reports as required.
- Troubleshoot retail related issues as they arise.
- Communicate and educate retail staff and leadership regarding food safety, quality and proper donation handling to ensure we receive the most wholesome food for our partner agencies.
- Monitor industry trends and apply findings to plans and strategies.

Operations/Other Responsibilities

- Assist in managing inventory of food safety equipment designated for agencies participating in the Partner Rescue Program.
- Ensure work correlates with the Second Harvest Product Sourcing Plan
- Assist with community food drive logistics when necessary.
- Work with Marketing team to showcase Retail Rescue Program in newsletters or social media.
- Ongoing research and understanding of service area landscape to coordinate efficient and mutually beneficial retail-agency relationships.
- Communicate regularly with SH drivers engaging with retail donors.

POSITION REQUIREMENTS

Education & Experience

- College degree preferred, or equivalent experience in food industry, supply chain, sales, or related field.
- Minimum 3 years in food donations, sourcing, business development, or account management preferred.
- Experience building professional networks and delivering presentations.
- ServSafe or food safety knowledge is a plus.
- Ability to travel up to 80%; valid driver's license and acceptable MVR required.

Skills

- Strong organizational, analytical, and computer skills (Microsoft Office).
- Excellent customer service, communication, and public speaking abilities.
- Ability to manage multiple priorities, solve problems, and meet deadlines.
- Knowledge of social services or hunger-related issues.

Physical & Working Conditions

- Lift up to 50 lbs and operate equipment like a pallet jack.
- Stand, walk, bend, and sit for extended periods.
- Work indoors/outdoors in all weather conditions.
- Travel throughout the service area; occasional irregular/extended hours.

Annual salary range \$49,000-\$52,000 depending on qualifications