



**Employment Description: Distribution Coordinator
Year: 2021**

**Full Time, 32 hours/week Opportunities to increase hours starting in May.
\$19/ hr + \$20/day on call stipend + \$100/mo health care stipend
\$25/day hazard stipend for in-person shifts throughout pandemic ***

From February through April the 32 hours occur across 4 consecutive days, including the days they are on call during business hours. These 4 days must include Saturday and Sunday.

Beginning in May the 32 hours (with the potential opportunity to expand hours) will be across 5 consecutive days, these 5 days must include Saturday and Sunday.

Due to the COVID-19 pandemic many of the DC's responsibilities can be accomplished digitally, however this position requires some in person responsibilities that can not be accomplished remotely. For in person coordination, including food redistribution shifts, donor and maintenance team coordination, the DC will receive a hazard pay stipend for any day when in person coordination is necessary

Job Description: The Distribution Coordinator (DC) is in charge of developing and managing logistics and relationships related to 'pickup end' duties for food redistribution deliveries. The DC is responsible for training and maintaining relationships with both food donors and volunteer couriers. The DC is responsible for managing same and next day food rescue shift coordination, including responding to same day emergencies, running shifts, relaying information to the BFR program team. Additionally, they coordinate BFR's volunteer maintenance and training teams. The DC works to help the organization meet its strategic goals specific to improving access to healthy, culturally appropriate food.

I. Logistics Coordination: 30%

- 1) Same Day Coordination: Check the rescue log daily to ensure all food rescue shifts are covered. And complete open shifts for that day when no volunteer is available or when last-minute emergencies prevent volunteers from doing a shift.
- 2) Next-Day Coordination: Organize couriers to cover open shifts for the next day.
- 3) Volunteer Communication: Respond to same day and next day concerns communicated through BFR Volunteer Line, including texts and emails and communicate any last-minute same-day information changes to volunteers.

- 4) The DC is responsible for coordinating with the Community Outreach Manager for one time donor pickups, if courier coordination is needed. On the weekends or when the Community Outreach Manager isn't working the DC will coordinate one time food donations.
- 5) The DC is responsible for relaying information, coordinating, and responding to the program team, regarding same day and next day coordination and logistics.
- 6) The DC will forward all appropriate communications to the Logistics Director. This includes all next-day, long term, and advanced notice concerns, as well as any problems that occurred with any of the shifts.

II. Data Entry: 5%

- 1) The Distribution Coordinator is responsible for ensuring the daily rescue log is completely covered, accurate, up-to-date and communicating information changes or emergencies to volunteers.
- 2) The DC is responsible for coordinating with the Community Outreach Manager and ensuring that one time donations are captured in The Robot.

III. Volunteer Courier Training and Management: 25%

- 1) Train New Volunteers: The DC is responsible for responding to emails and organizing the digital New Volunteer Orientations (NVO), as well as facilitating the NVOs. After the NVO, they will be responsible for setting up volunteers with an optional in person training shift and ensuring new volunteers have signed all needed documents and waivers.
- 2) Maintenance Team: The DC is responsible for the overall maintenance of the bikes, trailers and other volunteer equipment necessary for day-to-day operations. The DC will work with the maintenance team to ensure the equipment is safe and ready to use for all volunteers. The DC will relay all maintenance concerns to the maintenance team, as well as track progress towards fixing the issue/s, on days that they are managing the schedule, and will coordinate with the LD for support and for larger projects.
- 3) The DC will coordinate shop nights and an annual planning meeting for bike maintenance team members, in order to maintain and work on BFR bikes and trailers.
Due to the COVID-19 some non-essential program responsibilities have been paused or adjusted to take place digitally.

IV. Food Donor Relationship Management: 15%

1. Main contact for food donors: The DC is responsible for visiting all major food donors quarterly to check-in and make sure things are moving smoothly. The DC is responsible for improving systems with donors' suggestions by following the [Bike Lane Process Map](#).
2. In the instance that a new food donor is added to the schedule, the DC will follow proper protocol through the Programs Team and will maintain that relationship.
3. Receipts: The DC is responsible for delivering food donation receipts to food donors yearly.
4. Quarterly Check-Ins: DC is responsible for performing at least one donor visit quarterly. During the check-in, the DC will listen to feedback about the schedule, couriers, food

storage, on-site contact person and check to make sure all of the information on The Robot is accurate. The DC will also distribute any necessary materials to the food donor (see below). *Due to the COVID-19 pandemic checkins can be done digitally as possible*.

5. Development of Materials: DC will develop materials for best practices in food distribution, including educational materials about food waste vs. food donations, or signage to improve food donation logistics (e.g. schedules, materials that distinguish BFR from other food redistribution agencies, donation locations, etc.).
6. Feedback: DC is responsible for collecting feedback from food donors and relaying to the Programs Team. Then, following the Bike Lane Process Map, closing the feedback loop with the donor. This is done at quarterly check-ins or more often if needed.
7. Relationship building: DC is responsible for relationship building with food donors. In addition to the responsibilities listed above, which are important for building and maintaining relationships, the DC is responsible for building personal relationships with food donors. This can include, for example, appreciation packages (thank you cards or BFR swag) or invitations to BFR events.
8. The DC is responsible for communicating to the public what our relationships with donors look like. This includes working with the Communications Director to post on social media, send out emails/newsletters and other forms of communication to promote our partnerships.
9. On occasion, the DC will work with food donors to help set up displays about our relationships at retail outlets. This includes providing data and helpful knowledge for the donors so they can communicate that they donate to BFR.
10. The DC will coordinate seasonal backyard garden donations to NCGPs. Including assisting the communications team in outreach efforts, coordinating with the Community Outreach Manager to set up coolers at NCGPs, troubleshooting donation questions with home gardner donors, track and record donations in the Robot.

VI. Staff Support (10%)

- 1) Weekly Meeting: The DC will have supervision or checkins with the Logistics Director every week to discuss tasks, progress, and needed support.
- 2) The DC will participate and contribute to weekly program team meetings and join staff meetings as they are able.

Qualifications Needed:

- The DC is responsible for running shifts occasionally.
- There are physical demands associated with running shifts such as standing and bending to sort donations, lifting and walking with boxes up to 50 pounds, lifting boxes (less than 50 lbs) over your head, and by choice, biking with a trailer. Shifts happen in cold, rain, snow, and heat.
- The DC must have a valid driver's license (or be able to obtain one within 60 days of employment) and reliable transportation.
- Preference will be given to candidates who are bilingual in English and Spanish, or who can work weekends consistently. Access to a car is preferred.

Benefits:

- Health Care Stipend at \$100 / month (may have additional health care support within first half of 2021)
- RTD Ecopass
- Ego Carshare membership
- Laptop computer throughout duration of employment
- Personal cell phone payment package
- At-home internet support throughout pandemic
- Remote working and semi-flexible schedule
- Professional Development Funding
- Paid time off tiered according to tenure