RIVER BEND FOOD BANK

Job Title: Retail Donation Coordinator
Status: Part Time, Hourly Non-Exempt
Department: Operations
Starting Salary Range: $23.00-$25.00 per hour
Reports to: Vice President of Operations & Food Sourcing
Date: 7-27-26

Summary of Responsibilities

The Part-Time Retail Donation Coordinator plays an important role in River Bend Food Bank's mission to alleviate hunger by strengthening relationships with retail grocery partners and maximizing food donations throughout the service area. This position focuses exclusively on coordinating and supporting the Retail Store Donation Program through regular store visits, donor engagement, program administration, and communication with retail partners. Working approximately 20–29 hours per week, this position serves as the primary point of contact for assigned retail donors, ensuring stores have the tools, training, and support needed to successfully donate surplus food. The coordinator works closely with the Operations team and the Hunger Relief Partners (HRPs) to ensure donated food is recovered efficiently and distributed to those in need.

Essential Duties and Responsibilities

Retail Partner Coordination

- Develop and maintain positive working relationships with assigned retail grocery partners through regular in-person store visits (approximately 3 days per week) using a River Bend Food Bank vehicle.
- Educate store managers, department leaders, receivers, and associates on donation guidelines, food safety practices, and the benefits of participating in the Retail Store Donation Program.
- Attend store meetings and training sessions as needed to encourage participation and strengthen donor engagement.
- Serve as the primary contact for retail partners by responding to questions, resolving concerns, and providing excellent customer service.
- Maintain accurate records of store contacts and donation activities.

Retail Donation Program Administration

- Coordinate donation pickups between retail partners, transportation staff, and agency partners to ensure timely and efficient food recovery.
- Utilize MealConnect and other internal systems to monitor donations, agency reporting, and program activity.
- Ensure donor information is entered accurately and maintained in organizational databases.
- Prepare routine reports on retail donation activity and program performance for internal leadership and Feeding America as required.
- Monitor assigned stores for program compliance and identify opportunities to improve participation and increase food donations.

Donor Stewardship

- Foster strong donor relationships through regular communication, site visits, thank-you notes, emails, and phone calls.
- Assist with donor recognition efforts through publications, community outreach, and special events.
- Help identify opportunities to expand donations within existing retail locations.

Team Support

- Collaborate with the Operations team and Hunger Relief Partners to resolve scheduling or logistical challenges related to retail donations.
- Represent River Bend Food Bank at community events, partner meetings, and donor functions as requested.
- Perform additional responsibilities as needed to support the mission, goals, and operational success of River Bend Food Bank.

Qualifications

- Associate degree or equivalent work experience preferred.
- Experience in customer service, retail management, nonprofit programs, sales, or relationship management preferred.
- Strong interpersonal, communication, and relationship-building skills.
- Excellent organizational skills with attention to detail and accurate data entry abilities.
- Proficiency with Microsoft Office (Outlook, Excel, and Word); experience with database systems is a plus.
- Ability to work independently while collaborating effectively with internal teams.
- Passion for River Bend Food Bank's mission and commitment to ending hunger in our communities.
- Valid driver's license with an insurable driving record.
- Ability to travel throughout the River Bend Food Bank service area using a company vehicle.
- Ability to pass a pre-employment background check and drug screening.

Core Competencies

- Relationship Building
- Customer Service
- Communication
- Organization and Time Management
- Problem Solving
- Attention to Detail
- Adaptability
- Collaboration
- Mission Focus

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to use hands and fingers to feel, and to speak and hear. The employee frequently is required to stand or sit, walk, and reach with hands and arms. The employee is occasionally required to bend, stoop, kneel, or crouch. The employee must regularly lift and/or move up to 25 pounds.

Specific vision abilities required by this job include the ability to regularly read from a computer or electronic device, and to frequently operate a motor vehicle.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential function.

While performing the duties of this job, the employee is frequently exposed to outdoor weather conditions during work-related travel. The noise level in the work environment is usually moderate.