

412 FOOD RESCUE JOB DESCRIPTION

TITLE: Director of Food Donor Relationships
FLSA: Exempt
Hours: Full Time - 40 hours per week
Reports To: Senior Director of Distribution Programs

About 412 Food Rescue

412 Food Rescue is a direct response to the disconnect between the fact that we waste 40% of our food while 1 in 8 goes hungry. Utilizing technology and civic engagement, 412 Food Rescue collects surplus food that might otherwise be thrown away and delivers it immediately to organizations that serve those who are food insecure. These healthy food donations go to hungry people in shelters, schools, housing projects, and other programs and kitchens that serve or distribute food to those in need. 412 Food Rescue relies on our community of partners, financial supporters, and volunteers to pursue our mission of ending food waste and hunger throughout the region. Without them, we would not have been able to improve food security and increase access to fresh, healthy foods over the past 6 years.

Business Development Lead

The Business Development Lead is a high-impact position that directly contributes to 412 Food Rescue's sustainability and growth. The individual in this role will take the lead in implementing the organization's new revenue plan and utilize a multi-channel approach to deliver and close qualified opportunities. We are looking for a highly self-motivated sales professional who builds strong relationships with new and existing food donor accounts.

The strategic goals of this position are to:

- Increase 412 Food Rescue's food donors
- Increase donation volume from 412 Food Rescue's current donors
- Design and execute an earned revenue program via service sales

Metrics for success include:

- Active Donor growth (multiple segments)
- Donor tonnage
- Launch earned revenue program and eventual growth
- Donor satisfaction - overall process and life cycle

412 Food Rescue fosters a collaborative environment that aims for individuals to provide feedback and input regarding their experience and department to achieve actionable documents that foster a sustainable approach to work.

Essential Duties

- Planning-Create the product portfolio based on market needs assessment, design a sales and marketing plan and execution strategy targeted toward food donors under guidance from the Senior Director of Distribution Programs.
- Planning-Analyze the market, ancillary and competitive services.
- Planning-Segment the market and identify products/value propositions and pricing for each segment.
- Planning- Design execution plan to achieve goals.
- Relationship Management - Effectively steward and manage relationships within Allegheny county and expansion in collar county donors.
- Measurement - With the Senior Director of Distribution Programs, formulate key quantitative and qualitative performance metrics for the program to assess success.
- Onboarding- With support of donor manager; understand and prepare new donor to onboard into 412 Food Rescue Network
 - When appropriate; pass partner management onto donor manager to complete the mechanics of onboarding process
- Operations Efficiency - Perfect, in partnership with Food Rescue Operations (FRO) Staff, Standard Operating Procedures for food rescues and donor interactions.
- Evaluation - Continuously evaluate work to inform program changes and evolution and generate new program ideas.
 - Provide documentation that contributes to program design and maintenance, is updated as necessary, is transparent about workflow, and follows all internal protocols.
- Evolve and prioritize work as needed; set and accomplish ambitious expansion goals.

Plan Execution:

- Plan should include lead generation, inbound and outbound initiatives.
- Pipeline creation - Identify and prioritize highest probability/most ideal prospects for 412 Food Rescue's products and services.
- Execution of successful prospecting techniques to identify key decision makers, successfully set meetings, and get them excited to learn more about 412 Food Rescue.
- Responsible for building relationships with store owners, department directors, and individual store department managers and communications with the food donor accounts.
 - With the support of Senior Director of Distribution Programs and Donor Relations Manager
- Must be able to create annual and monthly forecasts based on clear assumptions and building blocks.
- Create monthly sales reports to track sales vs. assigned company and individual objectives.
- Being a key contributor to 412 Food Rescue's continued food donor and revenue growth by taking the lead in setting and meeting organizational goals and tonnage goals.

Strategic Planning: Supporting the Senior Director or Distribution Programs with forecasting, budgeting, planning, and becoming familiar with our principal operating systems, and overall strategic thinking for how 412 Food Rescue can strengthen their position in the market.

Preferred Skills & Attributes: Immediately after starting in this position, taking necessary steps to develop a deep understanding of 412 Food Rescue's products and services; then have the ability to identify the business needs of the prospect and apply 412 Food Rescue's solutions to those business needs.

- The candidate for this role should be ambitious, self-motivated and require minimal supervision in executing tasks. Must "ABC!"
- The individual should possess strong business acumen, and be proficient in Google Suite.
- Must know how to leverage Salesforce or similar CRM software tools to maintain, prioritize, and report on the prospect pipeline.
- Be a great team player that can effectively collaborate with the Food Recovery, Advancement and Marketing teams to execute impactful multi-channel marketing campaigns (email, lead nurturing, direct mail, events and phone).
- Possess excellent time management skills and being efficient while working in a fast-paced, self-directed entrepreneurial environment.
- Maintain a high level of integrity and professionalism.
- A sincere and deep commitment to the 412 Food Rescue mission. Passionate about eliminating food waste and contributing to a food secure community.
- Strong networker who has the natural ability to connect people with causes and engage them to take action.
- Strong critical thinking skills, with the ability to analyze data, recognize trends, and drive strategic recommendations.
- Practice radical gratitude and possess excellent customer service skills.

All essential duties are to be accomplished based on the ADA guidelines. ADA (American with Disabilities Act) states that the duties are to be successfully completed with or without reasonable accommodations.

Overall

- Understand and follow through on goals set by the leadership team.
- Identify and steward key relationships with the business community, community-based organizations, and civic groups.
- Ability to take the initiative on tasks and return questions where clarity is required.
 - Brings a positive and collaborative attitude to the work environment regarding assignments within the job description.
 - Willingness to contribute in a respectful and collaborative manner
- Analyze program performance data to isolate trends and report on progress toward goals.

- Develop innovative approaches to localized issues and maintain awareness of evolving workforce trends
- Maintain transparency regarding work schedule and use established tools for tracking communication
 - Maintain and upkeep a transparent Google Calendar
 - Respond to emails in a timely and professional manner
 - Use Dialpad for all phone conversations

NON-ESSENTIAL DUTIES

- Perform other job-related duties or special projects as required.

Preferred Education/Experience:

- The ideal candidate should have a four-year degree in a business, sales, or marketing and communications related field of study.
- Minimum 2 - 4 years sales or tele-prospecting experience within the grocery or retail sectors highly preferred.
- 5 or more years of progressive responsibility with account development & management.
- Demonstrate experience developing relationships in the nonprofit or philanthropic sector.
- Must be able to travel throughout the Southwestern Pennsylvania region; valid driver's license, transportation, and proof of insurance required.
- Experience working in high-growth and/or early-stage company environments.
- Experience working on and managing teams to produce exceptional results.
- Experience with public speaking, writing, and interpersonal skills.
- Hospitality mentality in all communications

Physical Demands:

- Must be able to climb, balance, stoop, kneel, crouch, crawl and walk.
- Must be able to lift up to 25 pounds.

Please submit a resume and cover letter as well as any questions about this position to josh@412foodrescue.org

We appreciate all application interests, however, due to the volume of applications we receive, we cannot respond to all inquiries.