



FEEDMORE, INC.

AGENCY SHOPPING COORDINATOR

JOB AD

FeedMore, Inc. seeks a full time Agency Shopping Coordinator for our Operations Department. The Agency Shopping Coordinator will be responsible for maintaining a customer-focused environment, providing merchandising, inventory, and exemplary customer service support to FeedMore's Agency Shopping Area. This position is responsible for the accurate, timely, and professional check-out of agencies. The Agency Shopping Coordinator's duties include receiving and auditing store inventory, ensuring the availability and quality of merchandise and providing operational data entry support as needed.

Major Job Accountabilities:

- Maintains relevant documents including movement worksheets, store signage, and agency orders.
- Works directly with Operations management to quickly resolve questions, inconsistencies, and missing data on documents or within the database.
- Establishes and maintains effective and efficient data entry processes, including reports and inventory control measurements, ensuring accurate input of all products into the inventory management database, validating items codes, descriptions, product poundage, and/or case counts.
- Maintains all required logs and schedules, including but not limited to cooler/freezer temperature logs, cleaning schedules, and shopping appointments.
- Works in cooperation with Agency Relations staff to uphold shopping standards of conduct and address any service-related issues.
- Builds a rapport with Agency representatives and volunteers, identifying opportunities and improvements for service initiatives.
- Provides excellent customer service to all agencies, donors, volunteers, staff, and other visitors to the FeedMore Agency Shopping Area, while maintaining a high level of good stewardship.
- Keeps a clean and organized, work space.
- Ensures the Shopping Area is consistently well-stocked, clean, and organized.
- Upholds all quality assurance standards, performing daily monitoring and review.
- Performs all duties and maintains all standards in accordance with company policies and procedures.
- Assists in other areas of the Distribution Center when possible which may include donation deliveries, Agency Check-In, or other duties as assigned.

Education/Experience/Skills/Qualifications:

Required:

- High School Diploma and at least two years of work experience or a combination of education and experience that will provide the required knowledge, skills, and abilities.
- At least two years of work experience working in an environment requiring good customer service skills and the ability to interact and maintain strong working relationships with individuals from of varying social and cultural backgrounds.



- Ability to operate various work-processing software, spreadsheets, and database programs including Microsoft Office (MS Word, Outlook, Excel).
- Ability to complete Food Safety and Quality Assurance training.
- Detail oriented.
- Ability to work under different environmental hot and cold conditions.
- The work does require exposure to dangerous equipment or devices where safety initiatives are required.
- Familiar with pallet jack, forklift and other warehouse related equipment.
- Good interpersonal skills and strong oral and written communication skills.
- Must be able to perform in a manner consistent with company vision and operating principles.
- Must have the ability to work in a Continuous Improvement team environment.
- Must be able to lift and carry objects weighing up to 50 pounds; must be able to stand for extended periods of time.
- Must have a flexible schedule to accommodate corporate needs.

Preferred:

- Bilingual in English/Spanish is a plus.
- Experience with ERP or POS data management systems.
- Knowledge of FeedMore programs and the mission of FeedMore.
- Work experience in warehouse operations and inventory control.
- Work experience operating a forklift, pallet jack and other warehouse related equipment.

Position Full time, Monday – Friday, generally 8:00 a.m. – 4:30 p.m.

Benefits Yes

Respond Candidates only may email resume and cover letter with salary requirements in MS Word format by December 6 to hr@feedmore.org. Only those candidates whose experience best meets our requirements will be contacted. No phone calls.

FeedMore Inc. is an equal opportunity employer.