

## JOB DESCRIPTION

### ACCOUNT MANAGER, CORPORATE FOOD PARTNERSHIPS

**Reports to:** VP, Supply Chain

**Working Conditions:** Full-time, Monday-Friday, with occasional evening and weekend work. This position is home-based and must be located within 100km of the Greater Toronto Area. Occasional travel within Canada may be required.

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#### POSITION SUMMARY:

The Account Manager, Corporate Food Partnerships works collaboratively to manage a portfolio of corporate food and supply chain partners, operationalizing food acquisition, distribution and in-kind initiatives in order to increase the amount of high-quality nutritious food for the food bank network in Canada. This role develops and leads initiatives designed to procure a steady stream of food donations via supply chain verticals. This role also attends food and supply chain industry events, building relationships, and elevating the profile and presence of Food Banks Canada.

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#### RESPONSIBILITIES:

- Manage a portfolio of corporate food and supply chain partners, operationalizing the food acquisition, distribution, and in-kind partnership components, in order to increase the amount of high-quality nutritious food for the food bank network in Canada, while supporting the mission and mandate of Food Banks Canada
- Build corporate donor loyalty through exceptionally high levels of service and support, expertise, and creative problem solving to ensure programs and activities are executed in an effective and professional manner
- Continually identify opportunities for improvement and areas for increased collaboration with corporate donors, in order to increase the amount of food and in-kind services raised to benefit the food bank network
- Work collaboratively with the broader Development team on donor cultivation, stewardship, preparation, and presentation of account presentations, reports, year-end reviews, etc.
- Responsible for prospecting, soliciting, developing, and executing strategies and initiatives needed to procure a continual stream of food donations via supply chain verticals such as transportation, warehousing, 3PL, etc.
- Respond to prospective corporate opportunities and network inquiries in a timely and efficient manner
- Responsible for account planning, project management, budgeting and volume forecasting
- Monitor and track all contractual obligations to ensure program compliance and stewardship
- Contribute to annual organizational planning and projects and departmental budgeting, planning, and forecasting
- Represent Food Banks Canada at events, trade shows and in meetings with industry and corporate attendance
- Other duties as assigned

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#### CORE COMPETENCIES:

1. **Relationship Building & Collaboration:** *Builds effective relationships and cooperates with internal and external stakeholders to strengthen Food Banks Canada's culture, support diversity and inclusion in the workplace, and achieve shared goals.*

**Behavioural Indicators:**

- Seeks opinions from others and encourages collaboration across teams and departments
- Works cooperatively with other departments and/or agencies to facilitate goal completion

- Models the workplace culture and values through interactions with others
- Builds, maintains, and leverages internal and external relationships to further the organization's goals
- Defuses tense situations and interpersonal conflicts that arise in workplace relationships
- Engages in difficult conversations as needed to resolve conflict and build stronger working relationships

2. **Commitment to Results:** *Demonstrates commitment to Food Banks Canada's mission and purpose, uses effective planning to determine the steps needed to achieve results, and is accountable to following those steps to reach goals.*

**Behavioural Indicators:**

- Monitors one's own work and, where applicable, the work of others, measuring results against expected standards
- Takes initiative in setting strategic goals for self and others (where applicable) and is accountable for ensuring those goals are achieved
- Seeks out ways to improve efficiencies in processes and resource utilization
- Stays focused on the big picture and shifts actions as priorities change to ensure desired outcomes are achieved

3. **Flexibility & Adaptability:** *Easily adapts to different conditions and scenarios within one's role and the organization and demonstrates openness to new ways of doing things.*

**Behavioural Indicators:**

- Uses creative thinking to innovate processes and recommend changes
- Adjusts individual and team goals, priorities and plans in response to changing circumstances
- Creates implementation strategies for changes that impact a team or individuals
- Anticipates the impacts of a change and proactively prepares others
- Models to others how to adapt and perform effectively in a continuously changing environment
- Effectively directs others through change

4. **Problem Solving & Judgement:** *Assesses situations, analyzes information, and uses sound judgment to find solutions to issues and mitigate risk, soliciting input from others where appropriate.*

**Behavioural Indicators:**

- Resolves complex problems and supports others in problem solving
- Considers cost and efficiency when making decisions
- Empowers and encourages others to identify and propose solutions to issues
- Takes ownership of and ensures decisions are aligned with the organization's mission
- Gathers and integrates information from various sources to find a solution
- Considers risks before making a decision and adjusts approach to mitigate potential risks

5. **Communication:** *Listens actively and clearly conveys information and ideas verbally and in writing, in a professional and respectful manner, to ensure mutual understanding.*

**Behavioural Indicators:**

- Uses judgment and influence in presenting information, making recommendations, or negotiating agreements
- Easily adapts communication style to different audiences and individuals to achieve the desired outcome
- Communicates with tact, diplomacy, and empathy, especially in difficult and sensitive conversations
- Explains analysis and rationale to obtain cooperation and consensus

6. **Business Acumen:** *Demonstrates an understanding of business operations, considers business implications of decisions, ensures appropriate resource allocation, and evaluates business practices for efficiency and areas for improvement.*

**Behavioural Indicators:**

- Demonstrates an understanding of Food Banks Canada’s business operations
- Uses an efficient and effective level of resources to achieve objectives and add value
- Considers relevant business and financial data to make decisions that bring value to the organization
- Considers the wider impact of decisions on the organization and aligns individual and team actions with desired business outcomes
- Utilizes funds responsibly and makes recommendations to improve efficiency
- Seeks out opportunities to learn about Food Banks Canada’s operations and to improve own business knowledge

7. **Organizational Leadership:** *Sets strategic goals for self and others, develops processes and organizes resources to meet goals, and leads groups, individuals, and/or business functions to support Food Banks Canada’s mission.*

**Behavioural Indicators:**

- Creates effective workflows to coordinate tasks and functions, manages own workload and, where applicable, the workloads of a team to ensure tasks are achievable
- Establishes strategic direction for a team or functional area, sets goals, and supports individuals and teams in achieving goals
- Organizes people and/or functions and delegates activities
- Establishes clear, well-defined processes and systems to achieve desired outcomes
- Leads, coaches, and motivates individuals within their team or functional area, including managing performance if supervising direct reports
- Models the organization’s culture

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**KNOWLEDGE, SKILLS & ABILITIES:**

- Entrepreneurial, results oriented, self-motivated by success and demonstrates ability to meet and exceed goals with minimal direction
- Highly energetic and enthusiastic, takes initiative with a strong sense of urgency and pride in your work
- Collaborative team player, with a high level of professionalism and integrity
- Strong desire to provide excellent customer service with consistent follow-through and attention to detail
- Excellent communication and interpersonal skills, the ability to effectively network, and truly enjoys working with people and building relationships
- Ready, willing, and able to cold call prospective new donors
- Confident, polished, and excellent written and verbal communication skills, with full command of the English language
- Strong computer skills with proficiency in MS Office (Excel, PowerPoint, Word, and Outlook) and experience with sales/CRM systems
- Able effectively manage time and budgets
- Self-starter with the ability to multi-task and prioritize workload
- Familiarity with the issues surrounding hunger and poverty an asset and committed to organizational mission of ending hunger
- Bilingualism (English/French) is an asset

**EXPERIENCE, EDUCATION & QUALIFICATIONS:**

- Completion of an undergraduate degree or equivalent
- Minimum of 4 years CPG/FMCP account management experience or equivalent donor management experience
- Working knowledge of Canadian food supply chain verticals, including transportation, warehousing, 3PL, etc.
- Experience working in a team environment across multiple stakeholder groups, both internal and external

This job description is provided to capture the primary components of this role. It is not meant to be an exhaustive list. An individual may be required to perform other tasks which may not be listed but are consistent with the general intent of this role.

From time to time, Food Banks Canada may make changes to this job description. Reasons for such changes include, but are not limited to, changes in business processes and practices, technology changes, legal requirements, network feedback, or changes to organization structure and reporting relationships.