

JOB DESCRIPTION

COORDINATOR, DISTRIBUTION & LOGISTICS

Reports to: Manager, Distribution and Logistics

Working Conditions: Full-time, Monday-Friday, between the hours of 9:00am-5:00pm EST, with occasional evening and weekend work. This position is remote and may be based anywhere in Canada. Occasional travel within Canada may be required.

POSITION SUMMARY:

The Coordinator, Distribution & Logistics works to support food distribution and logistics. The primary responsibility of this role includes completion of administrative functions related to logistics for the intake and distribution of food donations across Canada.

RESPONSIBILITIES:

- Assist with coordinating the day-to-day logistics of the National Food Sharing System (NFSS) that may include accepting offers from donors (donors may include manufacturers, retailers, wholesalers, etc.) and working with transport and other logistics partners to distribute goods to food bank organizations across the country
- Develop strong working relationships with stakeholders that include donors, the food bank network, warehousing and transportation partners, and other logistics providers
- Maintain accurate and detailed records relating to all food offers, including obtaining net weight verification, shipping documentation and proof of delivery, in preparation for invoice payment, reporting and annual financial audits
- Facilitate invoice reconciliation and payment, ensuring payment and processing moves through the appropriate authorization process in a timely and accurate manner
- Maintenance of monthly budgeting and reconciliation process, helping to identify ways to tighten expenditures as needed.
- Complete up-to-date reporting and analytics of food acquisition and distribution to share with staff, the board, donors, and the food bank network
- Complete inventory management and allocation for assigned programs
- Assist with entering donations in inventory management system
- Work with transportation providers to obtain the best possible pricing, while ensuring service levels to donors and food banks are maintained
- Utilize service provider portals to schedule, monitor and complete deliveries
- Assist with the implementation of technology solutions designed to improve efficiencies of logistics and other food movement
- Other duties as assigned

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:

- Treats others professionally and respectfully
- Develops rapport and works well with immediate teammates
- Shares information with teammates to facilitate effective working relationships
- Utilizes self-awareness and self-regulation to identify and manage own emotions
- Interacts with others with kindness and empathy
- Demonstrates openness to receiving feedback from others, including critical feedback
- Demonstrates cultural sensitivity and a commitment to diversity and inclusion within the organization

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:

- Completes job-specific duties to the expected standard
- Demonstrates motivation to achieve outcomes and goals that have been set for them
- Follows the steps needed to achieve individual goals
- Manages priorities and time effectively to meet deadlines, focusing efforts on what is important
- Demonstrates self-awareness of one's own performance and asks for help if falling short of expected result

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:

- Shows willingness to learn new methods and procedures
- Maintains a positive mindset when faced with new or changing situations
- Shifts approach in response to unique situations
- Asks questions and clarifies information in order to understand changes

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:

- Identifies and responds to problems with a focus on finding a solution
- Uses sound judgement when making decisions
- Identifies potential risks and brings it to the attention of their supervisor before making a decision
- Weighs available information and seeks out more information as needed to choose the best way forward
- Recognizes when to escalate an issue and ask for help with problem solving

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:

- Shares information and ideas effectively to maintain workflow
- Speaks to team members and clients respectfully
- Listens attentively and asks follow-up questions to gain an understanding of information being shared by others
- Conveys information clearly in writing
- Communicates information effectively by email and other electronic means

KNOWLEDGE, SKILLS & ABILITIES:

- Strong administrative skills with the ability and desire to keep accurate up-to-date records
- Organized and extremely detail oriented
- Professional and self-confident
- Demonstrated initiative, action oriented
- Strong written and verbal communication skills
- Effective interpersonal skills and success in working in a team environment
- Adept problem solver
- Proficiency in Microsoft Office applications including Excel, Outlook and Word
- Commitment to the mission of Food Banks Canada and to providing the highest level of service to all stakeholders including donors, food banks and logistical partners
- Familiarity with software and internet-based logistics products would be considered an asset
- Knowledge of the food sector and/or the unique logistical food bank environment would be considered an asset
- Fluency in French would be considered an asset

EXPERIENCE, EDUCATION & QUALIFICATIONS:

- Completion of a post-secondary college diploma program or equivalent in a related logistics field
- Minimum 2 years' relevant experience
- Logistics certification(s) would be considered an asset

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.