Gleaners Community Food Bank of SE MI
Job Description

Job Title: My Neighborhood Mobile Grocery Customer Experience Coordinator
Reports To: Manager, Agency Relations
FLSA Status: Non-exempt
Department: Operations
Last Update: April 27, 2020

This full-time position is on the My Neighborhood Mobile Grocery (MNMG) team responsible for customer experience ensuring maximum customer engagement and satisfaction and product promotion activities. MNMG is an innovative mobile grocery retail model that provides increased access to affordable, nutritious food staples and fresh produce in underserved communities such as seniors and veterans. This position is part of the MNMG team which consists of two Customer Experience Coordinators and two Distribution Coordinators/Drivers.

Essential Duties and Responsibilities
1. Manage pre-shopping operations, including shopping list/catalog/flyers/website updates, printing and delivery; customer database and product file updates; volunteer recruiting and scheduling; display/shopping operations material and equipment management; and coordination with site management as necessary.
2. Manage on-site event execution of MNMG shopping operations for maximum customer engagement and satisfaction, including technology and display set-up; volunteer training; order management and payment processing; issue resolution; and overall customer satisfaction and shopping environment.
3. Engage and train volunteers on the mission and purpose of MNMG and their operational roles.
4. Reconcile cashbox to transaction/payment accounting.
5. Assist with the coordination of MNMG’s marketing and communications efforts, including design and content development (flyers, posters, signs, website, text, and social media), printing, distribution, texting. Solicit formal and informal shopper feedback, and offer recommendations on how to improve shopper awareness, consideration and satisfaction.
6. Provide insight and analysis of MNMG program sales and customer satisfaction; offer recommendations to improve program results as appropriate.
7. Assist in the assessment of current sites and evaluation of potential new sites.
8. Coordinate with Programs team to facilitate/support concurrent food tastings, demonstrations, product promotions and nutrition education at MNMG on-site sessions.
9. Assist with formal market research of MNMG shoppers.
10. Work collaboratively with Gleaners Volunteer Management, Operations, Accounting, Nutrition Education and other functional area leadership and staff to enable successful ongoing operation and expansion of the overall MNMG program.
11. Be a strong MNMG customer voice back into Gleaners, providing feedback to improve client experience, flow, order/payment processing, pricing, incentive effectiveness and execution efficiency.
12. Demonstrate and support the Gleaners mission, vision and values throughout all professional responsibilities and activities.
13. Other duties as assigned.
Scope of Position
Budgetary Responsibility: Moderate
Personnel Responsibility: None
Access to Confidential Info: Moderate (customer information)
Supervisory responsibility: Moderate (volunteers; site operations)
Customer Contact:
Retail Customer: High
Donors: Low
Volunteers: High
Partner Agencies: Low
Outside Vendors: Low

Qualifications
To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

Education/Experience
- Bachelor’s degree in related field.
- Demonstrated ability to manage multiple projects/tasks concurrently.
- Strong attention to detail.
- Ability to take initiative and exercise sound judgement when faced with ambiguity.
- Strong interpersonal skills and experience providing enthusiastic, quality customer service.
- Demonstrated ability to work collaboratively and build relationships to achieve program results.
- Demonstrated flexibility and composure in a fast-paced environment.
- Willingness to learn and adapt to changing program needs.
- Ability to work with diverse populations.
- Ability to work as part of a team and independently.
- Demonstrated ability to lead program aspects, sites, programs and people.
- Flexibility of scheduling, including evenings and occasional weekends.
- Requires a valid driver’s license and proof of insurance.
- ServSafe certification desirable, but not required.

Language Ability
Excellent verbal and written communication skills are required. Strong interpersonal skills with all customers and contacts, internal and external, are required.

Math Ability
Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to reconcile sales transactions (orders vs transactions) and to use Excel spreadsheets for performance tracking and variance analyses.

Reasoning Ability
Ability to create and interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Computer Skills
Strong computer skills, with proficiency in Excel and spreadsheet data management required. Candidate should be fluent in Microsoft Office suite of products. Familiarity with web-based outreach/communication platforms like VolunteerMatch, MobileCause, MailChimp and texting systems a plus, but not required. Understanding and use of social media a plus.

Equipment
The position requires operation of standard office equipment including but not limited to personal computer, printer, cell telephone, card reader, and MiFi device.

Work Environment
The standard office environment is an office setting with fluorescent lighting and temperature and humidity controlled by air conditioning and heating. The noise level in the standard office environment is
usually low. The employee will regularly be required to perform duties in a wide variety of settings (including outdoors and residential settings). The job will regularly require significant work away from the office, primarily driving, standing, or walking from place to place. The majority of time is spent out in the community.

**Physical Demands**
The employee must occasionally lift and/or move items up to 40 – 65 pounds. While performing the duties of this job, the employee is frequently required to speak, hear and use hands. Moderate amounts of walking as well as long periods of walking or standing are required.