

Gleaners Community Food Bank of SE MI

Job Description

Job Title: Logistics Coordinator
Reports To: Director of Operations – Distribution / Logistics
FLSA Status: Non-exempt
Department: Operations
Last Update: August 2020

This position is responsible for the development of the delivery and pick up schedules for the food bank's fleet of drivers, and to ensure that the execution of the schedule is completed in an efficient and effective manner.

Essential Duties and Responsibilities

1. Schedule the delivery and pick-up of food bank products.
2. Maintain contact with drivers throughout the workday.
3. Dispatch aid in response to any emergency needs for assistance or repairs.
4. Call in extra drivers to handle unexpected situations.
5. Manage drivers' schedules to provide appropriate daily coverage.
6. Collaborate with management to modify daily routes to accommodate the needs of clients (when possible).
7. Prepare monthly activity reports as assigned.
8. Report any customer services issues affecting member agency staff, volunteers and donors to the Operations Director.
9. Provide good customer service at all times.
10. Maintain accurate filing system of DOT compliance documentation (DVIR).
11. Utilize GCFB systems for keying, processing, and printing delivery orders.
12. Assist in the scheduling and tracking of vehicle maintenance.
13. Interact with partner agencies regarding orders and deliveries.
14. Demonstrate and support the Gleaners mission, vision and values throughout all professional responsibilities and activities.
15. Perform other related duties as assigned.

Scope of Position

Budgetary Responsibility: Low
Personnel Responsibility: Low
Access to Confidential Info: Low
Supervisory responsibility: Low
Customer contact: Donors: Low
Volunteers: High
Food Partners: High
Outside Vendors: Moderate

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.
Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education/Experience

High school diploma or equivalent with some college preferred.
Excellent customer service and computer skills
Must be able to multi-task and work in a fast paced environment
Previous experience working in a food bank or similar type of setting

Language Ability

Excellent verbal and written communication skills are required. Strong interpersonal skills with all customers and contacts, internal and external, are required. Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedures manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or team members of the organization.

Math Ability

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent, and to draw and interpret bar graphs.

Reasoning Ability

Ability to understand and carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

Computer Skills

To perform this job successfully, an individual should have a good working knowledge of the Microsoft Office suite of products. Familiarity with computerized inventory system.

Equipment

The position requires operation of standard office equipment including but not limited to: Personal computer, printer, photocopy machine, Hi-lo's, pallet Jacks, and other industrial machines.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The standard work environment is a warehouse setting with standard lighting and varying temperatures. Exposure to regulated temperatures in the freezer and other industrial setting are frequent. The noise level in the work environment is usually moderate.

Physical Demands:

The employee must occasionally lift and/or move up to 40 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 sitting or standing are required.