



## **Position Title**

Operations Coordinator, ExtraFood.org

## **Organization**

40% of all food is wasted in the U.S. And, food waste creates an enormous environmental problem: if global food waste were a country, it would rank 3<sup>rd</sup> in greenhouse gas emissions after the U.S and China. Yet 49,000 people in Marin County, California, worry about where their next meal will come from.

ExtraFood's mission is to help end hunger and wasted food in Marin. Our first step is our county-wide food recovery program: we pick up excess fresh food from Marin's businesses and schools and immediately deliver the food to safety net partners – such as senior housing centers, homeless shelters & after-school programs – serving Marin's most vulnerable children, adults and families.

In 5 years, ExtraFood's staff and volunteers have organized, rescued, and delivered 2,800,000 pounds of food from 225 donors to 121 sites throughout the county. ExtraFood, winner of the 2017 Heart of Marin Achievement in Nonprofit Excellence Award, reaches more than 8,000 people every month with healthy, fresh food.

For more information: <http://ExtraFood.org>

## **Position Summary**

The Operations Coordinator, reporting to the Manager of Food Recovery Operations, is primarily responsible for the management and integrity of ExtraFood's technology platform: the accuracy of ExtraFood's Salesforce-based "food trip" (pickup/delivery) schedule and the smooth operation of our volunteer signup/dispatch/reporting system. The Operations Coordinator will also spend time each week in the field completing food trips and assisting with food donor and recipient partner site monitoring depending on the needs of the organization. ExtraFood is a fast-paced, dynamic environment; this position requires composure, attention to detail, and flexibility. You will make a significant difference in our community and will work with a dedicated team of staff and volunteers who are kind, supportive and energized by their mission. This is a full-time, non-exempt position.

## **Responsibilities**

- Update and publish weekly food trip schedule, communicating any necessary redirection and rescheduling to Food Recovery Operations Manager and resolving any open issues.
- Maintain timely updates of critical schedule-related data from food donors and recipient partners including closure dates and operations contact information. Notify specific volunteers about scheduling changes as needed.
- Update additional content of volunteer signup system as needed, including any instructions and additional information needed for food trips.

- Manage relationship with outside developer of signup system, submitting support requests and ensuring changes to system design if needed.
- Monitor volunteer trip reports and report any significant issues to Food Recovery Operations Manager.
- Answer staff questions on technology platform and create reports as needed. Stay updated on relevant Salesforce feature changes and convey changes to staff if necessary.
- Conduct food trips using own vehicle and/or ExtraFood's vehicle. Assist Food Recovery Operations Manager with food donor and recipient site monitoring.
- Back up Food Recovery Operations Manager as needed.

### **Qualifications**

Required skills/experience include:

- Passionate about our mission
- 1-3 years experience with a CRM system
- A desire to become a Salesforce Certified Administrator, if not already, and in-house Salesforce expert (ExtraFood provides all necessary training.)
- Highly proficient and fluent with technology, particularly MacOS, CRM, and iOS or Android apps
- Calm, conscientious, and flexible with the ability to move easily from one project to another and to prioritize quickly with an exceptional eye for detail
- Communicates effectively: Speaks, listens and writes in a clear, thorough and timely manner using appropriate and effective communication tools and techniques
- Valid California driver's license and car registration; Car insurance meeting ExtraFood's minimum requirements; Excellent driving record
- Able to lift and maneuver up to 25 lbs. safely
- Associate or Bachelor's Degree
- 2 professional references

The following skills/experience are a plus:

- Bachelor's degree
- Salesforce Certified Administrator

### **Compensation**

- Competitive and commensurate with experience
- Health insurance
- Vacation and sick leave
- 401(k) plan
- The feeling of making a big difference in our community every day

**Email cover letter summarizing interest in position and experience, plus resumé, to:**

Sophia Balestreri, Manager, Food Recovery Operations, [Sophia@ExtraFood.org](mailto:Sophia@ExtraFood.org)