

Rhode Island Community Food Bank

Job Description

Title: Customer Service Coordinator II
Reports To: Assistant Director of Distribution Programs
Status: Non-exempt (hourly)



Our Mission: To improve the quality of life for all Rhode Islanders by advancing solutions to the problem of hunger.

Our Vision: We envision a state where no one goes hungry.

Diversity Statement: The Rhode Island Community Food Bank embodies diversity, serving every part of our state and engaging people from all communities and backgrounds in our work. We are an open and inclusive organization that welcomes, respects and values all people. Diversity strengthens our organization, so we take responsibility for attracting employees, volunteers and supporters with diverse identities and life experience. When we seek out, recognize and cultivate diversity within our staff, we create an enriched and more inclusive work environment. Ultimately, it is our collective wisdom that enables us to achieve our mission with creativity and compassion.

Position Summary: The Customer Service Coordinator II (CSCII) is responsible for coordinating the smooth operation of agency and product flow by successfully working with agencies, the Operations teams and the Community Impact department. The CSCII is responsible for coordinating special distribution programs, managing agency statistics, and working with agencies to gather information about capacity limits in an effort to achieve distribution goals. While providing excellent customer service, the CSCII must be able to effectively and accurately communicate the policies and procedures of the Food Bank to agencies as well as communicate guest needs back to the Food Bank. The CSCII is a direct backup to the Customer Service Coordinator I position.

Main Duties and Responsibilities Customer Service:

1. Order processing duties include reviewing online orders, processing all agency paperwork, confirming all orders, and identifying actual and potential agency issues or concerns and working to develop and implement solutions.
2. Managing agency pickup appointments
3. Answering the Customer Service phone line and doing so with good customer service and support to our network to answer questions and problem solve.
4. Works with warehouse team to process walk-in donations.
5. Maintains accurate filing of agency invoices and pallet tags.

Duties and Responsibilities for CSC II:

1. Manages special distribution programs including creating orders, coordinating logistics, and reporting.
2. Responsible for inventory transactions using our inventory database to complete product receipts, transfers and distributions.
3. Collects, collates and follows up with agencies to ensure that agency people served statistics are in on time. Works with the agency base to train agency staff on statistics, resolve issues with these and reports issues to supervisor. Submits monthly report to appropriate Food Bank staff.
4. Responsible for gathering and maintaining information on member agency storage and distribution capacity limits relating to overall product distribution, produce distribution and Just In Time deliveries to maximize distribution output and meet distribution goals.
5. Other duties and administrative projects as assigned.

Skills and Qualifications:

- Excellent customer service skills.
- Effective problem solving and decision-making skills and the ability to handle difficult situations and people.
- The ability to work on several tasks with attention to detail, and to deal with interruptions while maintaining focus on tasks and producing accurate work.
- Strong understanding of office environments and standard administrative procedures including the ability to communicate effectively both when speaking and in writing using standard forms of professional and office communication.
- The ability to work successfully both on a team and independently.
- High proficiency with Microsoft Windows and Office environment (Word, Excel, Outlook) and knowledge of standard office equipment.
- The ability to work with people from diverse social and ethnic backgrounds.
- Must be able to pass a criminal background check.

Working Conditions: Work is typically performed in an office setting using computers and phones extensively. The office is located in a warehouse and is subject to varying temperatures in all seasons (located next to an open dock and adjacent to the main warehouse). May occasionally need to lift and carry objects up to 35 pounds and assist in keeping the shopping area stocked and clean. On occasion may need to work outside of office hours and occasionally drive to sites in the community.

By signing below, the staff member agrees to take full responsibility for the work outlined in this job description.

Employee Signature

Date