

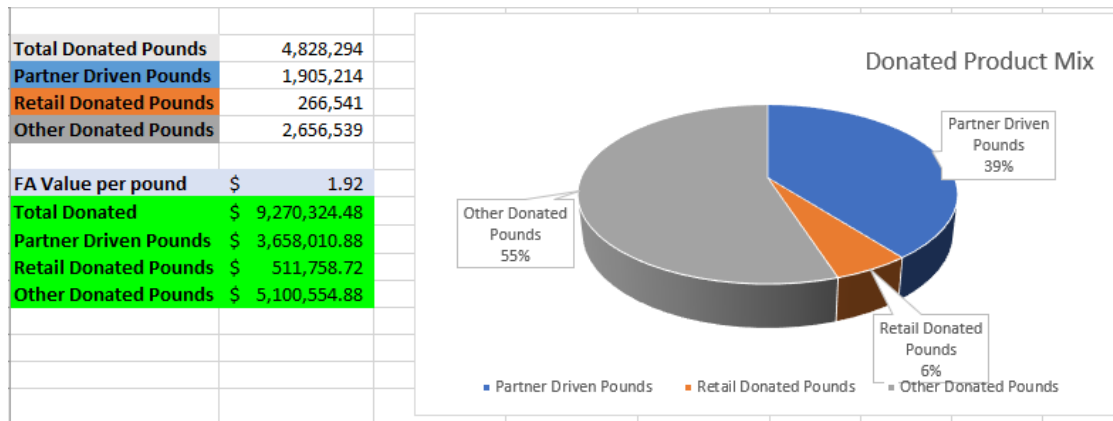
MEMO

TO: Natasha R. Thompson, President & CEO
FROM: David Patterson, Chief Operating Officer
RE: New Position- Food Recovery Coordinator.
CC: Erica Loomis, V.P. of Finance & Administration, Andy Fagan, Executive Administrator.

Proposal

I am requesting authorization to add one (1) full-time employee to the Operations team as a Food Recovery Coordinator. It is my intent that this role will specialize in working with local and regional donors to optimize donated goods to our Food Bank, our partner agencies and therein our clients that we serve. This role will be a liaison between Community Impact as well as Development and will steward relationships with donors, partner agencies, ensure proper reporting metrics, as well as manage relationships between our blue donors and RDO.

The Food Bank of the Southern Tier received a total of 4.828-million-pounds of donated food in 2022. Of that, 2.171-million-pounds were either retail pick up or partner driven pounds throughout our 40+ retail partner locations. The current Feeding America value per pound is \$1.92 or \$9.27 million dollars-total donated 2022. Retail and Partner Driven Pounds equate to \$4.169 million, or some 45% of all donated pounds we receive.



Rationale

With increased focus and legislation relating to newly created Food Scrap legislation within New York State, increased specialization within Feeding New York State, and the volatility of donated product in our region and country, I believe we are in need of a specialized role focusing on donated food. As the cost of food rises across the country, companies are improving their efficiencies and reducing their overstock, in turn, resulting in less product availability on Choice.

HPNAP and SNAP emergency funding is being cut, Nourish New York funding has plateaued, and wholesale food costs are still well above 2021 levels. This creates an escalated need for donated food within our partner agencies.

In FY 2022, we were impacted by a 2.4-million-pound reduction of received donated goods. However, Partner Driven pounds (PDP) remained strong, and were up vs. the prior year (+424,000lb.) due to increased focus by Feeding NYS, our Food Sourcing Manager, as well as myself. This was achieved by executing some *minimal* store visits and ensuring proper recording by partner agencies. I believe that there is much that is still left or lost at the store level without specialized focus by a FBST employee on a regular basis. The food sourcing manager role, where many of these functions currently reside, has seen an increased demand in time for forecasting, sourcing, and negotiating for incoming program foods – leaving the retail donation category inefficient and secondary in nature.

Partner Driven Pounds	2019	2020	2021	2022
	1,513,881	1,403,284	1,481,921	1,905,214

Retail food donations are so critically important that Feeding New York State recently awarded FBST with a \$107,771 grant to purchase new cold storage equipment as well as a cold storage vehicle for retail pickup. This is an outstanding opportunity to utilize this equipment to reengage our partner agencies, our RDO, provide training, and remove their roadblocks utilizing this specialized role.

Impacts

It can be assumed that if this role is permitted, we will see significant growth in 2023 as well as 2024. I estimate that an additional 500,000 pounds of donated food will be acquired in 2023 depending mostly on how soon we can fill this role, with an additional increase of roughly 700,000 pounds in 2024. This will be done by correcting reporting metrics, ensuring compliance in reporting, stewarding relationships with store managers & the gate keepers within those locations (typically grocery managers and receiver). Feeding NYS as well as Feeding America have offered additional support and training resources for FBST. Feeding NYS will assist in store visit training, and Feeding America has committed to doing a market survey to capture current and potential donors within our region.

Budget Impacts (estimated)

Salary: \$43,000 Salary + \$15,000 Fringe + \$3600 mileage = \$61,600
Value: +1.2-million-pound estimated increase in donated goods = \$2.3M value of food.

Resources for best-in-class execution of intended role:

Food Sourcing Manager
 Feeding New York State
 Feeding America
 C.O.O.
 Community Impact Department
 Development – donor engagement

Thank you for your consideration.

David J Patterson

David Patterson
Chief Operating Officer

FOOD BANK OF THE SOUTHERN TIER

Food Recovery Coordinator

POSITION TITLE: Food Recovery Coordinator
DEPARTMENT: Warehouse
POSITION LEVEL: Coordinator

STATUS: Non-Exempt
W/C# / EEO#: TBD
GRADE LEVEL: TBG

PRIMARY FUNCTIONS:

The Food Recovery Coordinator supports the Food Bank of the Southern Tier in our Mission to build and sustain hunger free communities. The objective of this role is to increase the amount of donated food received through the channels of retail, wholesale donation, food drives and farms. This person will build and maintain positive relationships between donors, partners as well as our development team. This position will require continuous travel in our service area to current donors, as well as strategic new partners.

SPECIFIC DUTIES:

Retail Recovery & Retail Relationship Management:

1. Develop and maintain routine on-site visits to new and existing retail donors.
2. Assist stores and partner agencies in relationship building and maintenance to maximize donation output
3. Identify and build relationships with potential new donors, including local/regional retailers, distributors, and growers along with other Food Banks.
4. Work with Community Impact to identify and enlist agencies to facilitate direct pickup of products from select donors.
5. Monitor facilitated Blue Donor receipts for reporting compliance. Take corrective action as necessary.
6. Maintain donor database, records of food recovery, and provide information to relevant departments on a regular basis
7. Maintain a monthly report to donors and agency partners on progress and donation totals.
8. Provide weekly activity reports to the Chief Operating Officer.
9. Develop and maintain personal recognition and follow up of year end reporting to donors.
10. Communicate Food Safety, quality, packaging concerns and ongoing education with donors to ensure best quality possible for agency and client use.
11. Facilitate in-person Agency trainings for Retail Donation (PDP) as needed, in conjunction with store visits.
12. Accompany Agency Partners on introductory or relationship maintenance meetings as needed.
13. Assist and utilize other Food Bank or Feeding NYS personnel in best practices.
14. Participate in regional or national food sourcing conferences to drive results in the Southern Tier.
15. Identify maximum potential of individual donors and work to establish donated output to agency partners. Manage the development and retention of existing food donors with the goal of receiving more pounds per donation and more regular contributions.
16. Research and identify trends or methods to increase food donation and apply these findings to plans and strategies

Operations & Logistics:

17. Coordinate, as needed, with Director of Warehouse Operations regarding food donation pickups.
18. Collaborate with Food Sourcing Manager on supply chain trends and needs of the food bank to procure donations when possible.

Food Drives:

19. Serve as liaison between FBST and individuals, groups and businesses who request to hold a food drive.
20. Provide information on process, food safety, and food category items needed.
21. Collaborate with the Development & Community Engagement department to publicly promote individual food drives as needed
22. Provide follow up to partners or individuals on results.
23. Collaborate with Operations team on drop-off and pick up of food drive containers/bins as needed.
24. Input donor information into FBST records for future solicitation and news.

General:

25. Participate in regular meetings with Warehouse, Community Impact, Health & Nutrition, and Business Services staff (GFAT Team) to discuss potential program-related needs. Assist in promoting donated items relevant to agency and client needs.
26. Work with Development & Community Engagement publicly recognize major donor support.
27. Attend periodic agency coalition meetings to gain direct insight into product offerings.
28. Other duties as assigned.

FOOD BANK OF THE SOUTHERN TIER
Food Recovery Coordinator

TITLE OF DIRECT SUPERVISOR: Chief Operating Officer

STANDARD WORK SCHEDULE: 8:00 am to 4:00 pm Monday thru Thursday. Friday 8:00 am to 1:00 pm.

WORKSITE: 388 Upper Oakwood Ave., Elmira, NY 14903

WORK FROM HOME: Eligible- regional travel required.

- QUALIFICATIONS:**
- College degree, or equivalent experience in food industry, retail grocery industry, agriculture and/or food-related business.
 - Food industry experience, specifically in the areas of sales and customer relations, and Demonstrated ability to build professional networks and sustain relationships
 - Excellent customer service skills.
 - Ability to travel to visit existing and potential food donors, attend meetings and conferences. (approx. 70%)
 - Proficiency in Microsoft Office required and advanced experience in Excel and PowerPoint
 - Excellent presentation skills.
 - Knowledge of food safety guidelines and distribution methods.

ADDITIONAL REQUIREMENTS:

- Possess a valid NY or PA Driver's license and use of a reliable and registered vehicle.
- Ability to work independently.
- Demonstrate a high level of integrity and trust.
- Excellent negotiation skills.
- Ability to multi-task and prioritize duties.
- Takes initiative to identify and propose remedies to problems.
- Strong organizational, critical thinking, and interpersonal skills.
- Attention to detail with a focus on error-free work with the ability to complete work in an accurate, effective, and timely manner.
- Ability to interpret charts and graphs, calculate figures and amounts such as interest, proportions & percentages.
- Ability to handle a high volume of work in short periods when necessary.
- Sensitivity to cultural and socioeconomic diversity and the needs of individuals with low incomes.
- Able to maintain absolute confidentiality regarding written and verbal information.
- Demonstrate ethical business practices in conformance with all state and federal laws and regulations.
- Willingness to foster agency, department, and program-wide cooperation and teamwork using positive/constructive communication techniques.
- Commitment to serving vulnerable populations and ending hunger in the Southern Tier.
- Demonstrate full adherence to the Code of Conduct and all policies/procedures related to compliance.
- Adheres to all applicable federal and state laws and regulations, including but not limited to those governing confidentiality, privacy, program, billing, and documentation standards. All duties must be performed in accordance with CCDR's corporate compliance and ethics program.

Ability to meet the following physical requirements with or without reasonable accommodation:

- Use hands to manipulate, handle, feel, and control items or equipment, including a motor vehicle.
- Stand, sit, walk, bend, stoop, kneel, and reach.
- Climb up or down stairs.
- Able to reach above or below shoulders.
- Occasionally lift or move objects weighing up to 30 lbs.
- Sitting at a desk or in a vehicle for long periods of time to perform specific job functions.
- Be able to read, write, and interpret written documents.

FOOD BANK OF THE SOUTHERN TIER
Food Recovery Coordinator

Acceptance of the Food Bank of the Southern Tier's

- Mission: Working together to build and sustain hunger-free communities throughout the Southern Tier.
- Vision: The Food Bank of the Southern Tier is committed to creating a future without hunger, where access to healthy food by all is recognized as fundamental to the well-being and success of individuals and the foundation of a strong, vibrant society.
- Organizational Values: Integrity, Learning, Respect, Inclusion, Caring, and Abundance.

EMPLOYER'S DISCLAIMER:

- All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.
- This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by their supervisor.
- This document does not create an employment contract, implied or otherwise, other than an "at will" relationship.

EMPLOYEE CONFIRMATION:

I have received and read a copy of this job description.

Signature

Date

Print Name