

Redwood Empire Food Bank

Order Coordinator

About the Redwood Empire Food Bank:

The Redwood Empire Food Bank (REFB) is the largest hunger-relief organization serving north coastal California from Sonoma County to the Oregon border. Since 1987, the REFB has provided food and nourishment to those facing hunger, currently serving 82,000 children, families and seniors in Sonoma County, while striving to end hunger in our community. The REFB collaborates with local and regional partners to obtain and distribute 15+ million pounds of food annually, the equivalent of more than 35,000 meals every day. Through more than 200 of our own direct service distributions and partnerships with 177 other hunger-relief organizations, we form a network of over 450 weekly and monthly distribution sites serving low-income residents in Sonoma, Lake, Del Norte, Mendocino and Humboldt counties. Learn more at refb.org.

Position Description:

The primary role of the Order Coordinator is to create, invoice and confirm REFB program and partner orders. They are responsible for identifying available product and verifying that current inventory levels meet our partner's needs. Excellent customer service is required daily when communicating to REFB partner organizations.

Working Relationships:

The Order Coordinator works closely with REFB partner organizations, Logistics Coordinators and the Programs department related to order requirements and current inventory.

Duties:

- Create systematic orders in our internal database according to the Master Calendar.
- Review partner organization online orders for accuracy and release as required.
- Manage REFB's order email account by responding to all inquiries.
- Provide immediate follow up to partner organizations after each order is pulled with suggestions for any out of stock items.
- Accurately enter shipment data, weights and quantities.
- Create the Daily Order Activity spreadsheet in excel that allows Logistics to monitor their progress.
- Ensure order paperwork is filed appropriately.
- Perform inventory transactions such as transforms, transfers, and disposal.
- Process daily returns and create credit memos as needed.
- Collaborate with a variety of REFB staff to expedite orders when necessary.
- Document and escalate any customer service issues, order processing inaccuracies, and inventory management errors.
- Maintain AIB and Feeding America standards.
- In the event of a disaster all REFB staff are expected to be available for work once they have secured the safety of their homes and families.

Skills & Qualifications:

- Excellent written and verbal communication skills.
- Excellent customer service.



(707)523-7900 | WWW.REFB.ORG
3990 Brickway Blvd. | Santa Rosa | CA | 95403

- Intermediate to advanced computer skills including Microsoft, or any similar business management software.
- Ability to be proactive and take initiative.
- Ability to understand and communicate processes and procedures.
- Ability to prioritize and adhere to deadlines.
- Ability to work with staff, customers and volunteers from diverse backgrounds.
- Principles and practices of safety programs.

To apply, please send cover letter and resume to REFB Logistics Manager, Erika Carstensen: ecarstensen@refb.org.