



---

<b>POSITION TITLE:</b>	Order Coordinator	<b>DATE:</b>	March 2021
<b>DEPARTMENT:</b>	Operations and Supply-Chain	<b>FLSA:</b>	Non-Exempt
<b>REPORTS TO:</b>	Operations Supervisor		

---

Want to make a difference in your community? Every day, a group of talented, passionate, kind, hard-working people come together with one goal in mind – to improve our world. Specifically, we want to be sure that people in need of food receive help. We're working to *End Hunger in Our Community*.

As with other disasters our community has experienced, we find ourselves on the front lines of response and need your help to support our effort. We are looking for a driven, pragmatic individual to add to our team of highly motivated hunger relief workers.

We have a strong set of Core Values developed by and for our team. We want to be clear with one another who we are when we come to work. The overarching themes are – Show Up Together, Bring the Joy, Nurture Each Other, and Seek Excellence.

We provide food to 100,000 people throughout the year (1 in 6 people!). We consider our efforts to be noble, and the fight just.

### **JOB SUMMARY**

The primary role of the Order Coordinator is to create and invoice REFB program and partner orders. Additional functions include accurate record keeping, document creation and tracking and process adherence.

### **MAJOR RESPONSIBILITIES AND ESSENTIAL FUNCTIONS**

The following reflects management's definition of essential functions for this job but does not restrict the tasks that may be assigned. Management may assign or reassign duties and responsibilities to this job at any time due to reasonable accommodation or other reasons. To perform this job successfully, an individual must have regular and reliable attendance and be able to perform each

- 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.
- Verify and receive Retail Pick up product, create pallet tags.
- Perform the delivery and partner organization check-in and check-out process.
- Perform inventory transactions such as transforms, transfers, and disposal.
- Act as a backup to scheduling inbound deliveries using internal resources, ie. Receiving Schedule and knowledge of department and organizational schedules. This is done through telephone and email communications.
- Assist in inventory counts and process.

## **Skills and Qualifications:**

Minimum Qualifications:

- Creative, energetic and well-organized person with strong interpersonal skills.
- Ability to work and interact well with individuals from a variety of socioeconomic backgrounds in a culturally diverse environment.
- Ability to process data with a high level of accuracy.
- Excellent oral and written communication skills.
- Ability to take the initiative, coordinate with others and follow through in a timely fashion
- Excellent organizational skills to effectively and efficiently plan and execute a wide variety of tasks.
- Computer literacy with experience in Microsoft Word and Google Suite.

## **WORKING ENVIRONMENT AND PHYSICAL DEMANDS**

The work environment consists of a busy warehouse environment where safety is a top priority. Candidates will need to have the ability to work under deadlines that may require overtime and weekend work on a periodic basis. The employee must be able to stand and work for 3-4 hours per day, and have the ability to sit and work at a computer station 6-8 hours per day.

Reasonable accommodation will be provided to enable qualified individuals with disabilities to perform the essential functions of the position so long as it does not cause an undue hardship on the REFB.

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is regularly required to stand and walk; use hands to type, finger, handle, and feel; talk and hear. The employee is frequently required to reach with hands and arms above and below shoulder level. The employee is occasionally required to sit, crouch, and bend down at the waist. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

During a disaster, you and your family's safety is the first priority. As an essential service provider and, at times, a first responder, you are requested report to work as needed, or, at a minimum, to communicate your inability to report to work to your supervisor. Depending upon the nature of the emergency, regular staffing responsibilities may change.

## **SHARED COLLECTIVE RESPONSIBILITIES**

With a goal of creating a cohesive working community, all staff are required to treat one another respectfully and operate with our Core Values as their operating principles. Consider the following:

- Create a safe space to allow and invite truth telling to occur.
- Act with honesty, trust and transparency and deliver on my commitments.
- Be present for the people who work in front of me today.
- Maintain an open mind and be open to different points of view.
- Consistently seek to do better and offer my best self.
- Practice empathy and understanding with all people
- Learn from failure, mine and others