



# Opportunity Profile

**Food Donor Relationship Manager**



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## **Food Donor Relationship Manager**

North Country Food Bank

East Grand Forks, MN Area (remote opportunity within service area)

### **About North Country Food Bank**

The North Country Food Bank's mission is to end hunger in northwest and west central Minnesota, and Grand Forks, ND through leadership and collaboration.

North Country Food Bank proudly acquires and distributes donated surplus food and grocery products within its service area, partnering with 220 charitable organizations and agencies that are dedicated to helping our hungry neighbors. As strong stewards of community support, 97% of every charitable dollar goes toward programs and services to ensure food gets into the hands of those who are hungry. Operations are based out of a 35,000 sq. ft. distribution facility and supported by a dedicated staff of eleven, over 1,000 volunteers, and a volunteer Board of Directors.

### **OPPORTUNITY OVERVIEW**

North Country Food Bank seeks a Food Donor Relationship Manager to secure a steady and consistent supply of food donations by cultivating and developing new and existing relationships with local food donors in order to reduce food insecurity.

The ideal candidate for this role will enjoy interacting and building relationships with community partners across the 21 counties and more than 77 communities served. This individual should be a self-starter, resilient, have a heart for service, and be driven to achieve goals on behalf of those served.

## **KEY RESPONSIBILITIES TO ACHIEVE SUCCESS**

The ideal candidate will have the relevant experience and skills to effectively carry out the key accountabilities of the position which include Donor Relationship Strategy, Operational Efficiency, Team Collaboration, and Data Management & Reporting.

### **Donor Relationship Strategy**

Develop an outreach strategy and cultivate robust, committed partnerships with new and existing food donor sources including manufacturers, retailers, growers, and others to ensure food donations are sustainable and grow annually. Create a recognition and awards program for food donors to regularly highlight their effort to fight hunger in our region. Introduce community partners to the work of the food bank through tours, visits, and educational or volunteer opportunities.

### **Operational Efficiency**

Carefully steward the intake process and reduce wasted resources in the distribution of donated food by assessing and maintaining adequate inventory levels, logistics of increased food donations, timing, and transportation needs.

### **Team Collaboration**

Collaborate with Operations and Agency Relations teams to assure clear, consistent, and effective communication regarding donations, logistics, donor commitment levels, and partner agency operations.

### **Data Management & Reporting**

Maintain accurate and timely records in the database of all food donors, donations, and activities. Provide the monthly, quarterly, and annual reports that are required by food donors, food bank leadership, and regulatory agencies like USDA, and Feeding America.

## **Qualifications:**

- Passion for the mission of North Country Food Bank
- 5 years in customer service/community-facing work
- Experience in the food industry a plus
- Proven success in relationship building (sales and cold calling a plus)
- Strong organizational skills, including the ability to successfully manage multiple priorities and projects and consistently meet deadlines
- Excellent analytical skills, problem-solving skills
- Strong attention to detail and ability to work with a high degree of accuracy
- Excellent customer service
- Proficiency with basic software programs such as MS Word and Excel
- Excellent verbal and written communication skills
- Ability to be flexible and quickly adapt to changing priorities
- Ability to work effectively under periodically stressful conditions
- Self-motivated with the ability to interact in a team environment
- Must represent the food bank with professionalism when interacting with external and internal stakeholders

## **COMPENSATION AND BENEFITS**

North Country Food Bank offers the following benefits package for this position:

- Competitive salary dependent on proven experience
- Health Insurance Stipend
- 5% Gross Wage Contribution to a SEP IRA account (no match required)
- Vacation, Sick, and Personal Days

## **THE SEARCH:**

[Sagency](#), an executive search and leadership consulting firm, has been retained by North Country Food Bank to conduct this search for Food Donor Relationship Manager. Sagency consultants will review and evaluate all interested parties to help the hiring team review a final group for consideration.

The search will be conducted in a professional manner and all potential candidates will be given consideration by the search firm and the chapter. Candidate conversations and information will be handled with great discretion and confidentiality. Sagency and North Country Food Bank are equal opportunity employers.

If after reading this Opportunity Profile, you feel that your experience, skills, and passion are a good match for the organization and this role, we would like to engage with you. Please read below for the first part of the application and selection process.

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## **The Application and Selection Process:**

**Step 1:** Interested candidates complete the online application which can be found at

- <https://recruiterflow.com/sagency/jobs/177>
- Upload your resume
- The online application will be posted until the position is filled.

**Step 2:** A Sagency Executive Search Consultant may schedule an initial phone call with qualified applicants.

**Step 3:** A Sagency Executive Search Consultant will schedule a 60-minute interview with specific candidates.

**Step 4:** After this initial interview process with Sagency, qualified candidates will be asked to complete an online assessment prior to scheduling an interview with our client.

**Step 5:** First round interviews with the North Country Food Bank hiring team.

Please contact Tami Kilzer at 701.371.3324 or [tami@sagencytalent.com](mailto:tami@sagencytalent.com) with any questions or inquiries.

Thank you for your time and your interest in this role.