

Advertisement – Community Relationships Coordinator – Regional (Ballarat)



June 2024

Are you ready to make a difference? We're looking for a community-minded individual with excellent customer service skills to be the 'face' of our community partner support initiatives and help us have an immediate impact on the short and long-term food security of Victorians in need.

Based out of our Ballarat Community Food Centre, you will work closely with our teams across Foodbank Victoria, helping us develop and manage sustainable relationships with Charity Partners, Schools, and other community partners.

As our Community Relationships Coordinator, you will be responsible for providing support to our partners to implement food programs by maintaining regular contact through face-to-face visits, emails and phone calls. This will include ensuring participating partners receive guidance, resources and food to successfully deliver food programs in accordance with Foodbank Victoria guidelines and strategy. The role is largely focussed on partners in Regional Victoria but may include metro relationships.

If you are ready to utilise your customer service expertise, thrive in a high energy environment and share our vision of healthy food for all Victorians – we'd love to hear from you!

Why Foodbank:

We've been putting meals on the table for vulnerable Victorians since 1930. Meeting them where they are, on their terms, with solutions they need. Not only do we provide food to over 450 charities so they can feed their communities, but our direct distribution of free food is growing at a fast rate. From our 18-metre supermarket on a bus and Farms to Families fresh food regional markets, to our School Breakfast Club Program which now services over 1,000 Victorian schools, our coverage is expanding.

Why we're right for you:

You'll join a passionate and creative team based in Ballarat, where the community is at the core of everything we do, and people always come first. Our mission is critical, our vision is bold, and our marketing plans are ambitious. You know that cliché 'no two days are the same'? Ours is more like 'no two hours are the same.'

What you'll do:

- Develop and manage sustainable relationships with community food partners (charity partners and schools) by maintaining regular contact through phone calls, emails and face-to-face visits (where required).
- Manage relationships and growth of the School Breakfast Program schools in line with Department of Education (DE) obligations and FBV strategic priorities.
- Provide ongoing support to community food partners to implement food programs effectively including assisting with ordering enquiries and food delivery enquiries.
- Share beneficial information and learnings across community food partners.
- Provide excellent customer service to community food partners by responding promptly to any enquiries and issues and work proactively to solve problems.

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- Support the Program Delivery teams to deliver food programs including managing relationships and acting as an escalation point during program delivery.
 - Review and monitor partner activity and manage unfinancial, inactive and low volume partners
 - Induct new community food partners to the programs through a face-to-face induction.
 - Maintain accurate and updated information on Salesforce including customer creation and maintenance.
 - Run and prepare reports as requested.
 - Provide SAAVI support for customers, where required.
 - In conjunction with the Customer Service team, manage administration related to the food ordering and delivery process.
 - Manage administration related to setting up new partners with FBV including registration process and creation in CRM and other software or tools.
 - Maintain community food partner records, contacts and lists in the CRM systems.
 - Update CRM with records of visits and phone calls to enable oversight of community food partner relationships.
 - Perform general administrative tasks and other duties as required.
 - Accurately report to management and Department of Education (DE) as required
 - Work closely with the other State Network Team Coordinators, the State Network Manager and the Marketing team to delivery communications to partners.
 - Manage relationships with internal and external stakeholders to ensure food delivery and other program targets are achieved.
 - Engage with partners to obtain case studies and stories to use in marketing materials to promote the programs.

Why you're right for us:

- You want to be a part of a brand that's been around for over 90 years, and genuinely share our passion for our vision of healthy food for all.
- Able to live and breathe our values of empowerment, accountability, integrity, respect, diversity and equality.
- Relevant tertiary level qualifications and/or significant work experience.
- Demonstrated experience in administration and customer service.
- Demonstrated stakeholder management experience.
- Excellent written and verbal communication skills.
- Presentation experience.
- Ability to work autonomously
- Numerical and analytical skills.
- Organisational and time management skills.
- Attention to detail.
- Experience in the use of Microsoft programs, including Outlook, Word, Excel & PowerPoint.
- Experience in Salesforce or similar CRM platforms.
- Excellent interpersonal skills, with an ability to develop positive working relationships with internal and external stakeholders
- Hold and maintain a current driver's license and provide a Vic Roads Driving History Report.
- Willingness to undertake a criminal record check.
- Ability to obtain and maintain a valid Working with Children Check.
- Ability and willingness to drive in regional Victoria and metropolitan Victoria when required.

We can offer you:

- Access to salary packaging benefits to increase your take home pay.

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- Staff satisfaction rates above 80%.
 - An organisation focused on employee wellbeing.
 - Supportive team environment that embraces change and innovation.

Keen to apply?

- Please review the Position Description on our website in the 'Careers' section at www.foodbankvictoria.org.au and get to know us before you apply.
- Email your application to FPP.employment@foodbankvictoria.org.au
- Applications to include an up-to-date resume and cover letter telling us why this is the role for you.
- Ensure you hold and maintain a current driver's license and be prepared to drive.
- Ensure the ability to obtain and maintain a valid Working with Children Check, and willingness to undertake a criminal record check.
- Must have permanent working rights with no restrictions in Australia.