



Heart of Alabama Food Bank Position Description

Position: Agency Services Coordinator

Reports to: Inventory Manager

Pay Range: \$35,693 - \$51,845

FLSA Status: Non-Exempt - Salary

Description

The Agency Services Coordinator is responsible for ensuring agency orders are properly invoiced and processed. This position also troubleshoots any issues or problems an agency may have pertaining to their order or pick up days/times.

Duties and Responsibilities

Generates invoices based on agency orders using HAFB's inventory software, Primarius 2

Works closely with agency partners and warehouse staff to verify orders and ensure proper product is pulled and distributed

Accepts invoice payments from agencies and enters payment information into P2

Works with Inventory Manager to ensure special product with short shelf life, is invoiced and distributed timely and efficiently

Maintains efficient record keeping and filing system for easy retrieval of information

Completes daily reconciliation of order pickups, invoices, and payment with accounting department

Coordinates with Affiliated Food Banks to ensure invoices are accurate and processed in a timely manner

Other duties as assigned

Qualifications

High school graduate with a minimum of two years administrative and/or data entry experience

Must be detail oriented and have ability to focus in high trafficked workspace

Excellent customer service; experience in resolving customer issues with concern and sensitivity

Professional, dependable and willing to work with others in a team environment.

Must be capable of prioritizing, multi-tasking and be willing to accept additional duties as they develop

Able to shift priorities quickly as needed

Organized, conscientious and enthusiastic about helping others

Diplomatic and professional in interactions with coworkers and the public

Physical Demands/Environmental Factors

The demands described here are representative of those that must be met by an employee to successfully perform the functions of this job. Reasonable accommodation may be made to enable individuals to perform the tasks outlined in this job description.

Must regularly lift and/or move up to 20 pounds, frequently lift and/or move 50 pounds, and occasionally lift and/or move more than 50 pounds with assistance or equipment.

Occasional exposure to freezer and cooler environment

Extended periods of sitting at desk on phone and computer

Indoor office/warehouse environment with moderate noise at food bank location

Some evenings and weekends required