

Feeding the Gulf Coast Job Description

Job Title: Insights Coordinator

Department: Marketing & Development

Reports To: Strategy Manager

FLSA Status: Exempt

About the Organization: As a member of Feeding America, and a United Way Member Agency, Feeding the Gulf Coast works through member organizations and special programs to provide nutritious food to meet the challenge of feeding people who are hungry as a result of systemic poverty, personal crisis, or disaster. Additionally, Feeding the Gulf Coast educates the public regarding domestic hunger, proper nutrition and other related issues. Feeding the Gulf Coast serves a 24-county area spanning south Alabama, south Mississippi, and the panhandle of Florida.

Summary: This is a grant funded position that works closely with Feeding the Gulf Coast staff on the implementation of research and data collection projects, including serving as the Service Insights Coordinator. Continuation is dependent upon continued grant funding.

Duties and Responsibilities:

- Serve as Service Insights Coordinator
 - Organize and implement a long-term plan for Feeding the Gulf Coast to utilize a client tracking tool throughout various departments and programs.
 - Collect agency and other stakeholder feedback throughout planning and implementation of the project.
 - Provide training and support to participating agencies and program sites in conjunction with other department staff.
 - Ensure compliance of Service Insights program through the various food bank programs.
 - Assist in writing grant reports and seeking funding for program sustainability as needed.
 - Responsible for maintaining a positive relationship with Feeding America Service Insights team and learning best practices from other Feeding America food banks.
 - Comply with project timeline as designated by grant and Feeding America recommendations.

- Learns new methods, processes, and computer software as needed to complete assigned projects.

- Tracks information and data collected in a manner that is easily accessible by other team members using agreed upon methods and standards, which may vary by project.

- Assist any food bank department with data analysis and data visualization needs as needed.

- Maintains open and clear communication with team members and project stakeholders.
- Develops and fosters internal relationships across the organization.
- Conducts self in a manner that mirrors the mission and core values of Feeding the Gulf Coast.
- Helps foster an environment geared towards problem solving and mutual respect, with an emphasis on client and agency focused solutions.
- Keeps up to date on new methods for engaging others, data tracking, as well as Feeding America and Feeding the Gulf Coast network trends.
- Performs other duties as assigned.

Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities.

Language Ability:

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

Math Ability:

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs. Ability to analyse data and trends.

Reasoning Ability:

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

Computer Skills:

To perform this job successfully, an individual should have knowledge of Microsoft Office Suite and Google Gmail and have the ability to learn other computer skills as needed. Ideal candidate would have experience utilizing data visualization tools such as Tableau and or ArcGIS

Education/Experience:

Bachelor's degree (B. A. / B. S.) or two to four years related experience and/or training; or equivalent combination of education and experience.

Certificates and Licenses:

Valid driver's license with driving record that meets company insurance requirements.

Knowledge, Skills and Other Abilities:

- Strong organizational skills
- Customer service skills
- Multi-tasking skills
- Ability to meet deadlines
- Outstanding interpersonal communication skills
- Ability to problem solve
- Self-management skills
- Ability to be decisive
- Detail oriented
- Ability to be persistent
- Ability to work a flexible schedule which occasionally may require evening/weekend hours in order to meet operational needs.
- Ability to analyse data and trends
- Ability to produce data visualization tools
- Ability to take ownership of large projects

Physical Demands:

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. Reasonable accommodations may be made to enable individuals with disabilities.

While performing the duties of this job, the employee is regularly required to sit; use hands; talk or hear; and taste or smell. The employee is frequently required to stand; walk; and reach with hands and arms. The employee is occasionally required to climb or balance and stoop, kneel, crouch or crawl. The employee must occasionally lift and/or move up to 30 pounds.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities.

While performing the duties of this job, the employee is occasionally exposed to wet or humid conditions (non-weather); work near moving mechanical parts; and regularly outdoor weather conditions. Current work environment is mainly outdoors.

The noise level in the work environment is usually moderate with some periods of high noise level.