



OzHarvest I Job Description

Your Position Title:	Engagement Coordinator
You'll Report to:	Engagement Manager
Classification :	Part time or full time
Headcount or Hrs/wk :	22.8 – 38 hours per week
Date :	February 2023

Your Key Relationships

The Engagement Coordinator is part of the collaborative OzHarvest team, which includes Engagement Manager, Head of Impact, Fundraising Lead, Partnerships Lead, Media & Communications Lead, Volunteer Coordinator, Management Team (Including CEO, CFO, Head of Business Services, Head of Operations, Head of People & Culture) and OzHarvest Family Members. You will be an integral part of the State team and work with external stakeholders, which includes Corporate Stakeholders, Corporate Participants, service providers, food donors and food recipients.

What we're about

Our purpose is to Nourish our Country. Through food rescue, education, community engagement and innovation. As an organisation we are connected by four key values:

Connected by a cause: We are a magnet for magnificent people, connected by a common purpose. This mission of ours is contagious. It will take all of us, every day, every way. Our cause comes to life with every single one of us.

Nourish & Grow: We're creating a culture of giving. When we grow ourselves, we grow each other and nourish others. When we nourish others, we ourselves grow. Not just in times of vulnerability, but as we thrive.

Boldly Courageous: We speak and act boldly for the change that needs to happen. We embrace every challenge with optimism, dignity and respect.

With Gratitude: We are grateful. Always. To each other. To the people we serve. To the people who give so generously. For the work we do, and the work to be done.

About the role

To keep our wheels turning and stop good food from going to waste, we need the help of community, corporates, funders and friends of our cause. The < state > Engagement Coordinator is key in supporting opportunities that can help us deliver our mission and Nourish our Country.

Reporting into the Engagement Manager, the Engagement Coordinator will help to acquire, establish and nurture connections with new and existing external corporates and act as key point of contact for the corporate stakeholders. The role also entails facilitating the Cooking For A Cause (CFAC) program, drafting proposals and organising corporate engagement events for OzHarvest.



Your Key Responsibilities

Be a positive and effective team member and bring the OzHarvest values to life:

- Demonstrate each value in every one of your actions and decisions.
- Contribute to the successes of your team by supporting your team to be the best they can be.
- Communicate honestly and openly at all times.

Engagement Coordinator

- Provide support to the Engagement Manager to deliver corporate engagement activities across the state.
- Provide input based on experience and relationships on overall state corporate engagement strategy.
- Meet, greet, welcome and build deeper relationships with corporates when they engage with OzHarvest activations.
- Educate customers about our program offerings and cross sell program opportunities.
- Develop and administer the Cooking For A Cause program.
- Liaise with corporate partners to negotiate dates and facilitate the booking process.
- Identifying new opportunities through networking, generating new leads, cold calling and prospecting as directed by the Engagement Manager, ensuring accuracy of data use and entry into CRM (Salesforce)
- Liaise with and support the Engagement Manager to create opportunities that will ensure effective, deep and multi-level engagement with corporate supporters, including participation in events, corporate volunteering, regular giving and pro bono support activities
- Ensure that individual aspects of a corporate engagement are effectively managed and integrated to deliver extraordinary engagement experiences for our corporates
- Communicate clearly the progress of monthly/quarterly initiatives and engagements to internal and external stakeholders
- Meet potential corporates by growing, maintaining and leveraging OzHarvest's purpose
- Successfully manage the sales process; qualify customer needs and budget, presenting appropriate solutions, negotiating and closing new business
- Take the lead with internal teams to on board and integrate new corporates

At OzHarvest we are a small family and all work together to contribute to ensure we are delivering on our purpose to Nourish our Country. In order for us to deliver on our purpose :

- There is an expectation that for all major events we, as a family, come together and take on additional responsibilities to deliver a successful event.
- We are mindful of delivering the best possible outcomes by maximizing contributions and minimizing costs wherever possible and we do this by:
- Seeking in kind work wherever possible, donations of goods the best possible quotes from suppliers and where possible in-kind support for the work that we do
- Direct any potential financial donor relationships to the fundraising team
- Volunteer out of hours to support our purpose



Personal Specifications

Qualifications

- Bachelor's Degree in Business, Marketing, Communications or equivalent work place experience
- A valid Working With Children Check (WWCC) – or the ability to obtain this
- A valid Police Check – or the ability to obtain this

Skills, Knowledge & Experience

- 2+ years of sales and account management experience
- Experience in delivering client-focused solutions based on customer needs
- Hands on experience in sales and the ability to deliver excellent customer experiences
- Results-orientated team player
- Demonstrated project management and problem resolution skills
- Strategic approach to researching, generating leads, cold calling and following sales processes
- Knowledge of CRM software and MS Office (Salesforce and MS Excel in particular)

Personal Abilities and Aptitudes

- Energetic, positive and proactive; Action orientated with a drive for achieving revenue targets and growth
- High energy and enthusiasm that can be felt through the phone
- You love and are energised by people, and are genuinely passionate about understanding their needs and making a difference
- A natural relationship builder and leader with integrity, reliability, maturity, initiative and passion
- Excellent communication, presentation and influencing credibility and effective at all levels of the organization, including executive level
- Exceptional ability to persuade people to make purchasing decision
- Ability to sense good business deals and seal them.
- Must be able to negotiate and problem solve.
- Strong communications skills and the ability to build relationships with both internal and external stakeholders
- Proven ability to manage multiple projects at a time while paying strict attention to detail
- You're always looking to improve processes to achieve efficiencies

Employee Acknowledgement

I acknowledge that I have read and understand the above Job Description and agree to carry out all duties as described to the performance standards required, adhering to the policies listed below.

Employees Name: _____

Signature: _____ Date: _____