

Account Manager, Product Sourcing Innovation

Work. Serve. Thrive.

Imagine a place where your talent can make a meaningful difference in peoples' lives. Working at Feeding America is a uniquely rewarding experience in which our employees work together as vital parts of a much larger mission. We are innovative, mission-focused, diverse, collaborative, values-driven and focused on results. We are a national, nonprofit organization and the nation's leading domestic hunger-relief charity. Located in the heart of downtown Chicago, our mission is to feed America's hungry through a nationwide network of member food banks and engage our country in the fight to end hunger.

The Opportunity

We have an opportunity for an Account Manager, Product Sourcing Innovation to work closely with Product Sourcing Innovation team to provide donor-related support as well as other team needs on an ad-hoc basis.

Responsibilities:

1. Create and execute donor acquisition strategy through market-sizing and research, engagement with other Feeding America teams and the food bank network, and analysis of current donor operations and economics.
2. Solicit new donors for the online marketplace program—includes non-retail grocery consumer-facing channels, such as convenience store, drug, restaurants, food service, bakery, hospitality, etc.
3. Respond to leads from other Feeding America teams and network food banks.
4. Educate new and current donors about online marketplace program on elements like food safety, program set-up, high-level operations of food banks and agencies, program maintenance required by donor, etc.
5. Lead onboarding process for corporate donors as well as donors' entry into new local markets by working closely with Product Sourcing Innovation team.
6. Communicate regularly with corporate partnerships and philanthropy in order to (1) update relationship managers on program status for specific donors, (2) provide general online marketplace updates for high-level context, and (3) serve as subject-matter expert on online marketplace when appropriate.
7. Manage online marketplace donors through program planning with donors—i.e. vision, expectations, goals; regular "performance" check-ins to review program status, progress, and next steps; support for donor navigating complexity of program set-up.
8. Create and manage donor-specific addendums to online marketplace donor manual, when necessary.
9. Troubleshoot all donor questions related to online marketplace.
10. Create and manage distribution of monthly donation reports by donor, working with other Feeding America teams as necessary.
11. Develop and apply frameworks for measuring and maximizing the donor value over time.

Requirements:

1. BA or equivalent experience required; MBA or related graduate degree preferred.
2. 3-5+ years in a sales / strategy / operations role and / or 2-3+ years at a top-tier management consulting firm.
3. Proficient in MS Office applications.
4. Prior work within food industry preferred, either in a consulting capacity or working directly within the industry.
5. Entrepreneurial or start up business experience a plus.
6. Sales or donor management experience a plus.
7. Exceptional written and oral communication skills; ability to distill complex business analysis & recommendations and communicate complex ideas clearly.
8. Demonstrated strategic thinking capabilities with ability to solve unstructured problems.
9. Collaborative team player, capable of working well with others but also autonomously with little direction.
10. Highly capable problem solver, able to work on complex problems requiring strong analytical, conceptual and quantitative ability.
11. Demonstrated success working in highly matrixed organizations; ability to prioritize, multitask, and manage ambiguity within a fast-paced, highly fluid environment.
12. Demonstrated ability to work cross-functionally to solve complex problems.
13. A passion for the organizational mission of ending hunger in America.