



## **Mandela Partners - Wholesale Sales Coordinator**

Full time + benefits | \$66,000 to \$72,000 depending on experience

### About Mandela Partners

Mandela Partners is a 501(c)(3) non profit organization based in Oakland, CA. Since 2004, we have worked to use food as a tool for communities of color to build wealth, well-being, and economic opportunities in their own neighborhoods. We are a community-based and community-led organization, and strongly prioritize the voices of local residents in the direction and focus of our work. We hold ourselves accountable to five key values - partnership, community, transformative change, food is fundamental, and team culture - described further on our website. Our team is majority BIPOC, with a diverse background of professional and lived experiences, and a strong orientation towards inclusion, wellness, and joy in the workplace. For more information, please visit [www.mandelapartners.org](http://www.mandelapartners.org).

### About Mandela Produce Distribution

Mandela Produce Distribution (MPD) is a program of Mandela Partners and part of our Food Equity department. MPD is a community food hub based in West Oakland that increases access to local, sustainably-grown fresh produce, while supporting the economic success of small-scale BIPOC farmers. Since 2016, we have connected our community to quality fruits and vegetables while generating revenue for farmers through our multi-channel distribution network, including wholesale, retail, and donation-based programs. For more information, please visit [www.shopmandela.com/about](http://www.shopmandela.com/about).

### Position Overview

The Wholesale Sales Coordinator is a key member of the MPD team. Reporting to the Food Equity Director, the Wholesale Sales Coordinator is responsible for supporting and growing our wholesale customer community, including maintaining strong relationships with existing customers; conducting outreach to and onboarding new customers; and collaborating closely with other members of the team to ensure excellent customer experience and meet other program goals.

Though MPD has been working with wholesale customers since 2016, the dedicated Wholesale Sales Coordinator role is a new position, and a successful candidate will be an entrepreneurial self-starter who is passionate about produce and food equity, enjoys working with a diverse community of customers and partners, and is excited by the idea of helping to collaboratively grow this core program.

### Key Areas of Responsibility

- New Customer Development (40%)
  - Identify prospective customers with a focus on MP's existing community of partners, and local orgs & businesses that share our values
  - Conduct regular outreach, including e-communications and in-person outreach to prospective customers
  - Develop compelling marketing and communications materials to engage prospective customers

- Existing Customer Relationship Management (30%)
  - Compose and send weekly communication with existing customers on product availability
  - Coordinate weekly product orders with customers and MPD team members
  - Maintain strong customer relationships in a way that reflects MP and MPD values
- Program Development & Warehouse Operations (30%)
  - In partnership with the Food Equity Director, develop or improve systems and processes for receiving and placing orders, tracking information, sharing updates, and communications with customers
  - Meet annual growth targets that align with MPD's strategic plan
  - Provide occasional team support for operational needs (e.g. assisting with order assembly, quality control, deliveries and other warehouse operations as needed)

To Be Successful In This Role, You Have:

- Experience in public-facing positions, ideally in a retail or wholesale sales context
- An entrepreneurial spirit and eagerness to help increase sales revenue for MPD
- Demonstrated personal alignment with Mandela Partners' mission and values
- Enthusiasm for and comfort with working with people of diverse backgrounds
- Excellent written and verbal communication skills
- Strong organizational skills, including the ability to consistently and clearly track and communicate information and prioritize work
- A collaborative team-orientation, while retaining the ability to work independently
- Excellent judgment and the ability to proactively ask for guidance and support when needed
- Comfort with uncertainty and ambiguity
- Openness to giving and receiving feedback, with a learning and growth mentality
- Comfort with navigating disagreement or conflict with care and diplomacy
- A valid driver's license, clean driving record and comfort with driving, or learning to drive, a cargo van
- Ability to lift 50 pounds

Schedule, Compensation & Benefits

This is a full time, exempt position with an annual salary range between \$66,000 to \$72,000 depending on experience. The Mandela Partners benefits package includes seven days of paid vacation with progressive increases in year two and year three, office closures during the week between Christmas Eve and New Year's Day and the week of Juneteenth, 10 paid holidays, 12 sick days, and health/dental/vision benefits. Employees are immediately eligible for 403(b) retirement plan enrollment. Mandela Partners' standard office hours are 9am-5pm Monday through Friday. Occasional hours outside of standard office hours may be necessary, with advanced notice. Hybrid/remote work and/or flexible schedule may be possible, to be determined with your supervisor.

Steps to Apply:

Please send a resume and cover letter detailing your experience, what excites you about this role, and why you feel you'd be a good fit to [jobs@mandelapartners.org](mailto:jobs@mandelapartners.org). There is no application deadline, but interviews will begin immediately, with an expected start date of June 2024; we encourage you to apply ASAP!

Mandela Partners is an equal opportunity employer: LGBTQ individuals, people of color, women, and lifelong Oakland residents are encouraged to apply.