

Gleaners Community Food Bank of SE MI Job Description

Job Title: Agency Relations Coordinator
Reports To: Agency Relations Operations Manager
FLSA Status: Non-exempt
Department: Operations
Last Update: June 2020

This is a full-time position on Gleaners' Agency Relations team. This position involves acting as a liaison between the partner agency network and the Food Bank to ensure the effective, efficient and equitable distribution of product to those in need and to support agency capacity building efforts.

Essential Duties and Responsibilities

1. Vet and onboard new agencies and conduct site visits to support and monitor agencies for compliance; review and update files and Primarius database accounts.
2. Field agency phone calls and emails; assist in answering questions, placing agency orders, providing resources and general customer service and support.
3. Foster strong relationships and regular communication with agencies to support effective food distribution programs and capacity building efforts.
4. Assist in the planning and implementation of meetings, trainings, networking events and agency conferences.
5. Assist in the composition and distribution of a monthly agency newsletter and other forms of communication, marketing and outreach.
6. Work with the Service Insights Coordinator to support the roll-out and maintenance of Link2Feed accounts for agencies.
7. Evaluate agency operations, capacity, needs, strengths and challenges in order to act as a voice for the agencies when reporting back to the greater Gleaners team.
8. Work cooperatively with members of the Operations team to ensure efficient distribution of product to agencies and their clients; allocate available resources based on knowledge of agency food needs.
9. Work cooperatively with members of the Programs team to ensure effective partner and client education; inform agencies of available resources.
10. Represent Gleaners in the community and serve as liaison between the food bank and businesses, government, religious organizations, and other non-profit agencies.
11. Demonstrate and support the Gleaners mission, vision and values throughout all professional responsibilities and activities.
12. Other duties as assigned.

Scope of Position

Budgetary Responsibility:	None
Personnel Responsibility:	None
Access to Confidential Info:	Low
Supervisory responsibility:	None
Customer Contact:	Donors: Moderate Volunteers: Low Partner Agencies: high Outside Vendors: Low

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 to perform the essential functions.*

Education/Experience

- Bachelor's degree in related field required.
- Knowledge of USDA - TEFAP requirements preferred.
- Demonstrated ability in compliance auditing preferred.
- Demonstrated ability in project management preferred.
- Excellent writing skills required.
- Demonstrated ability to manage multiple projects/tasks concurrently.
- Strong attention to detail.
- Ability to take initiative and exercise sound judgement.
- Strong interpersonal skills and experience providing customer service and support.
- Demonstrated ability to work collaboratively and build relationships.
- Demonstrated ability in event planning.
- Demonstrated flexibility and composure in a fast-paced environment, and a willingness to learn, adapt and take on new projects.
- Ability to work with diverse populations.
- Ability to work as part of a team and independently.
- Requires a valid driver's license and proof of insurance.

Language Ability

Excellent verbal and written communication skills.

Math Ability

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.

Reasoning Ability

Ability to understand and carry out instructions furnished in written, oral, or diagram form.

Computer Skills

Strong computer skills, with proficiency in Microsoft Office Suite of products. Familiarity with web-based outreach/communication platforms like MailChimp, JotForm, Google Apps a plus.

Equipment

The position requires operation of standard office equipment including but not limited to: Personal computer, printer, photocopy machine, cellphone and pallet Jacks.

Work Environment

The standard office environment is an office setting with fluorescent lighting and temperature and humidity controlled by air conditioning and heating. The noise level in the standard office environment is usually low. There is also a significant amount of time spent exposed to outdoor environment and partner agency facilities, with varying temperatures and significant travel throughout Gleaners' 5-county service territory.

Physical Demands

The employee must occasionally lift and/or move up to 40 pounds. While performing the duties of this job, the employee is frequently required to speak, hear and use hands. Moderate amounts of walking as well as long periods of walking or standing are required.