



## **Second Harvest Northern Lakes Food Bank Job Description**

**Job Title:** Agency Relations Coordinator

**Job Summary:** The Agency Relations Coordinator is primarily responsible for recruiting, retaining and cultivating positive relations with, and acting as a resource to, food bank partner agencies.

**Reports to:** Program Director

**Classification:** Non-Exempt

### **Essential Functions:**

1. Have working knowledge of all current Feeding America Manuals and information contained on "Hunger Net" as it relates to the Agency Relations Coordinator position.
2. Cultivate positive relations with agencies, program participants, Food Bank staff, volunteers, donors and other constituents.
3. Act as a resource and liaison between the Food Bank and its partner agencies.
4. Work with the Program Director to develop strategies to acquire and retain partner agencies to meet the Food Bank's mission and strategic goals.
5. Process food and non-food orders accurately and timely in Ceres 2009 and communicate with staff responsible for implementation of orders and billing.
6. Ensure adequate records for partner agency files are maintained and up to date including paper files, electronic files and information kept in Ceres 2009.
7. Gather agency statistics, ensure agency reporting, and maintain the statistical database as part of the Minnesota Hunger Partner's website.
8. Gather agency statistics and trends in service via surveys, reports, monitor visits and direct contact and regularly report findings to the Program Director.
9. Produce quarterly Statistics Comparison Regional Food Shelf Report providing results to the Program Director and Executive Director by the 10<sup>th</sup> of the second month following the quarter (May 10, August 10, November 10, February 10).
10. Perform on-site agency monitoring visits once every two years and ensure compliance with our food bank policies, our Agency Agreement, and policies developed for agencies by Feeding America, the Minnesota Department of Economic Opportunity (TEFAP) and/or other food bank regulatory agencies.
11. Manage Civil Rights Training for agencies, provide training and document its completion in agency files.

12. Manage Food Safety Training and ServSafe® certification for agencies, provide training and document its completion in agency files.
13. Work with the Warehouse Manager, Inventory Specialist and Marketing Coordinator to market slow-moving Food Bank products to partner agencies.
14. Work with the Marketing Coordinator to produce monthly agency newsletter and assist in the development of other agency materials and web content/resources.
15. Develop and implement education efforts to promote healthy practices and/or behavior amongst agency partners and program participants
16. Provide support to the Food Bank's direct service programs including but not limited to: the Hermantown Area Food Shelf, Mobile Food Pantry Program, Nutrition Assistance Program for Seniors (NAPS) and Backpack Programs; qualifying and registering participants, providing program oversight and a point of contact for staff and volunteers, ensuring adherence to Food Bank program policies and procedures.
17. Promote the Food Bank's direct service programs and act as a resource to all program participants.
18. Assist in representing the Food Bank at regional meetings and events relevant to Food Bank programs.
19. Other duties as assigned by the Program Director and/or Executive Director.

### **Qualifications Required:**

- Associate's Degree or equivalent experience/education
- Knowledge of non-profit programming; interest in hunger issues or related social services
- Strong communication and interpersonal skills
- Strong organization skills and an attention to detail
- Ability to work independently, exercising initiative and sound judgment
- Ability to work as a team with various staff members
- Sound data/record management
- Computer proficiency including experience with Microsoft Office
- Possess and maintain a valid driver's license and reliable transportation (position requires regional travel)
- ServSafe® Certification (may be obtained following hire)

### **Qualifications Preferred:**

- Knowledge of, or experience in, the field of nutrition and health
- Knowledge of, or experience in, the food and/or transportation industry
- Connection to NE Minnesota and NW Wisconsin non-profit agency community