

Job Title: Agency Relations Manager
Department: Programs
Reports To: Programs Director
Classification: Regular, Full-Time, Exempt
Location: Concord, CA

**Do you possess stellar interpersonal skills and have a knack for multitasking?
Are you passionate about ending hunger in America?
If so, we want to hear from you!**

The Agency Relations Program Manager oversees the network of food pantries and all other agencies that receive food from the Food Bank. This position is fast paced with lots of multi-tasking and customer service needs. The ideal person for this role will be compliance-driven and unafraid to enforce rules, but also professional, compassionate, and understanding of our member agencies' missions and visions.

Responsibilities

- Answer inquiries from community organizations interested in becoming members of the Food Bank; ensure prospective agencies meet all Food Bank requirements; perform onsite inspection and submit written report.
- Monitor active member agencies and document each visit with a written report.
- Coordinate Emergency Food and Shelter Program grants application process.
- Coordinate agency pick-ups of grocery store donations ensuring all food safety and reporting requirements are adhered to.
- Lead efforts to educate member agencies about food safety and nutrition including a quarterly agency newsletter and an annual Agency Summit.
- Investigate complaints relating to the food distribution programs of member agencies and assist A/R department in collecting payments when necessary.
- Design and apply trainings to obtain compliance with Feeding America standards.
- Oversee the process of tabulating and maintaining agency service statistics and create a comprehensive analysis of agency service by county, city and type of program.
- Maintain up-to-date and complete files on member agencies in Navision database.
- Supervise two Agency Relations staff members.
- Other duties as assigned.

Qualifications

- Bachelor's degree; or two to three years related experience and/or training; or equivalent combination of education and experience.
- Bilingual English/Spanish is a plus, but not required.
- Valid California Driver's license and insurance and ability to drive personal vehicle for food bank business, required.
- Experience supervising and directing the work of others, preferred.
- Proficiency with Microsoft Office Suite and knowledge of databases.
- Proficient in basic math concepts. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.
- Ability to work under general supervision with limited guidance and direction.

- Ability to synthesize complex or diverse information; collect and research data and design work flow and procedures.
- Ability to read, interpret, and write professional reports and correspondence.
- Ability to speak effectively before diverse groups of people.
- Knowledge of project management principles including development and coordination of plans, communication, collaboration, budget, and time management.
- Ability to identify and resolve problems in a timely manner, develop alternative solutions, and use reason even when dealing with emotional topics.
- Ability to frequently lift and/or move up to 25 pounds.
- Maintain high level of confidentiality at all times.

Additional Information

Ability to work some evenings and weekends.

Benefits

We value our employees' time and efforts. Our commitment to your success is enhanced by our competitive and extensive benefits package including health, dental, and vision, life insurance, flexible spending account, 403(b), and paid leave to eligible employees. Plus, we work to maintain the best possible environment for our employees, where people can learn and grow with the company. We strive to provide a collaborative, creative environment where each person feels encouraged to contribute to our processes, decisions, planning and culture.

To Apply

Please send your resume and any supporting documents to hr@foodbankccs.org with the subject line: "Agency Relations Manager." Email submission is preferred.

Or by mail to:

**Food Bank of Contra Costa and Solano
Attn: Human Resources
P.O. Box 6324
Concord, CA 94524**

For more information about us, please visit: <http://www.foodbankccs.org>

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