

**Job Title:** Agency Relations Program Manager  
**Department:** Programs  
**Reports To:** Programs Director  
**Classification:** Regular, Full-time, Exempt  
**Location:** On site in Concord, CA with driving throughout Contra Costa and Solano Counties

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### **Who We Are**

For over 45 years, the Food Bank, made up of a diverse staff, dedicated Board of Directors and passionate volunteers, has been leading the fight to end hunger in partnership with our community and in service of our neighbors in need.

### **About this Opportunity**

The Agency Relations Manager oversees partnerships with the network of food pantries, shelters, and soup kitchens which receive food and financial support from the Food Bank throughout the service areas of Contra Costa, Solano, Butte, Glenn, Colusa, Tehama, Plumas, and Sierra counties. This position oversees a team of Agency Relations Coordinators responsible for establishing community partnerships, ensuring compliance with Feeding America, local, and national program and food safety requirements, reporting, evaluation, and ongoing strategic development. Additionally, this person will analyze needs in underserved communities, develop and deepen partnerships with community organizations, and help to inform the strategic expansion of our partner network.

### **Essential Duties and Responsibilities**

- Provide leadership, coaching, supervision, and on-going training to five direct reports, who in turn, provide high levels of agency partner and client support.
- Develop and implement innovative partnerships that work to move clients from food insecurity to self-sufficiency across our service area.
- Oversee development and implementation of partnership initiatives in support of FBCCS' Strategic Plan.
- Collaborate with Operations, Food Sourcing, and Transportation teams to support seamless execution of food distribution activities.
- Ensure prospective and active agencies meet all Food Bank requirements; oversee and perform onsite inspections, written reports, and corrective action plans where appropriate.
- Oversee monitoring process, maintain files and records in compliance with specific USDA or Feeding America regulations.
- Coordinate Agency Enhancement Grants, FEMA grants, Food Credits, and any other applicable application and allocation processes in partnership with Grants and Finance teams.
- Manage 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.
- Oversee coordination of annual Agency Summit.
- Investigate complaints relating to the food distribution programs of member agencies and assist Accounts Receivable in collecting payments when necessary.
- Design and conduct compliance trainings with Feeding America, CA, and USDA standards.
- Maintain agency service statistics and ensures timely reporting.
- Maintain up-to-date and complete files on member agencies in Navision database.
- Oversees the College Pantry, TEFAP, and Commodity Supplemental Food Program (CSFP).

- 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.
- Direct experience supervising and leading teams strongly preferred.
- Valid California driver's license, current insurance and ability to be insured by Food Bank insurance. Ability to drive personal car for work related purposes (mileage will be reimbursed at the standard Federal rate).
- 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.

## COVID Requirements

As a condition of employment, FBCCS requires all employees to be fully vaccinated against COVID-19, unless approved for a reasonable accommodation based on disability, medical condition, or religious belief that prevents you from being vaccinated. If you are vaccinated, you are required to have received at least one COVID-19 vaccine prior to your first day of employment and to provide proof of full vaccination status within 30 days.

## Additional Information

**This position requires daily travel to sites within Contra Costa and Solano counties and the ability to work some nights and weekends. Travel by car to Northern CA is required quarterly.** In instances of a federal, state or locally declared emergency, Food Bank is typically considered an essential service and emergency responder; all of its employees may be called in to perform regular or emergent duties.

## Compensation and Benefits

This is a full-time, exempt position. To ensure internal pay equity, the non-negotiable starting pay for this position is \$72,250 annually.

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) employer matching, 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 organization. We strive to provide an inclusive, collaborative, and 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](mailto:hr@foodbankccs.org) with the subject line: **“Agency Relations Program Manager.”** Email submission is preferred.

Or by mail to:

Food Bank of Contra Costa and Solano  
Attn: Human Resources  
4010 Nelson Ave  
Concord, CA 9452

FBCCS is an Equal Opportunity Employer and complies with applicable state and local laws governing nondiscrimination in employment in every location in which the FBCCS has facilities.

We strive to create a workplace and organization that reflects the communities we serve where everyone feels empowered to be their full, authentic selves. Together, we work innovatively to effectively serve our community. Underrepresented groups are welcomed and encouraged to apply.

FBCCS does not have the resources to sponsor visas, nor any open positions eligible for the H-1B program.

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