



Second Harvest Food Bank Santa Cruz County

Agency Network Manager

\$74,822-\$81,472

EXEMPT

About Us:

Come join Second Harvest Food Bank of Santa Cruz County! We are the first Food Bank in the State of California, and the second in the nation. We pride ourselves in providing 10 million pounds of food annually to over 65,000 people per month through our network of 100-member agencies and programs. We believe that a thriving community is one where everyone has access to nutritious food to support their health and wellbeing. Our team is dedicated to inspiring and supporting our community to provide nourishment for all community members.

Second Harvest seeks to attract and retain a diverse workforce that brings a broad range of perspectives and experiences to our work. We value lived experience alongside learned experience and we encourage you to apply, even if you don't believe you meet every one of our qualifications. We welcome applications from all qualified individuals, including applicants with a criminal history.

About the position:

The Agency Network Manager (ANM) serves in a community-centered role as a key representative of Second Harvest Food Bank to our network of more than 60+ Partner Agencies. The ANM fosters strong partnerships with Partner Agencies, supports network capacity building, promotes equitable access to nutritious food and services, and serves as a liaison between Second Harvest, Partner Agencies, host sites, and the communities we serve. In addition, the ANM provides leadership, guidance, supervision, and support to staff and Lead Volunteer Ambassadors who oversee community-based food and school-based distribution sites, hospital-based pantries and home delivery programs.

REPORTS TO: Agency Partnerships Director (APD)

SUPERVISES: Partnership Compliance Coordinator (PCC), Community Fresh Market Coordinators (CFMC), Volunteers,

JOB SUMMARY

Leadership and Management (35%)

- Inspire and motivate staff through a positive, mission-driven approach, providing clear vision and leadership and promoting Second Harvest Food Bank's core values in all interactions and decision-making.
- Provide ongoing mentorship, coaching, and professional development support to team members; conduct performance evaluations, address performance concerns, and facilitate conflict resolution to foster a positive, collaborative, and high-performing work environment.
- Collaborate with the Agency Partnerships Director (APD) to develop and implement annual strategic and tactical goals, for the Partner Agency Network and Community Distribution sites, ensuring alignment with organizational priorities and community needs.
- Collaborate with internal departments and external partners to identify, develop, and implement innovative and effective strategies that enhance service delivery, strengthen community impact, and respond to the evolving needs of the communities we serve.
- Coordinate, prioritize, and support the work of Partner Agencies, SHFB staff to ensure the effective delivery of services, efficient site operations, and high-quality participant experiences across all sites.
- Provide operational support and serve as a backup at distribution sites to ensure continuity of services and maintain positive Neighbor experience during staffing shortages or absences.

Partner Agency Assistance and Guidance (30%)

- Build strong collaborative relationships with member agencies, host sites, and key volunteers; ensuring a robust, positive working relationship and upholding the Second Harvest mission and values in the community.
- Act as the voice of the Partner Agency Network to a broader Second Harvest team to ensure efficient and effective resource allocation and food distribution to partners and end clients. Deliver technical assistance and training to Agencies as needed.
- Provide information, referrals, and resources to strengthen the ability of member Agencies' food programs to respond to client's food needs.
- Serves as the primary point of contact for Partner Agency concerns and facilitates effective resolution of issues. Take part of planning and implementation of training courses to ensure that all member Agencies are properly trained and certified in food safety, civil rights provisions, demographic surveys, mandatory compliance assessments and recordkeeping procedures.
- Utilize agency performance and compliance data to make informed decisions, prioritize support, and strengthen agency capacity.
- Work closely with the APD, Supply Chain Director, and Warehouse Operations Director to address and resolve partner agency logistics and distribution concerns.

Compliance Monitoring and Data Entry (20%)

- Through the supervision of the Partnership Compliance Coordinator, this position is ultimately responsible for our compliance monitoring program, including:
- An annual Partner Agency monitoring schedule that ensures all Partner Agencies remain compliant with program requirements throughout the year.
- A robust compliance monitoring process that ensures Agencies are in compliance with all applicable guidelines.
- Ensuring our recordkeeping practices track, document, and maintain compliance monitoring records to support accountability and regulatory requirements.
- Support the successful implementation of grant-funded activities through effective project management and timely completion of deliverables.
- Ensures that Agency web orders are acknowledged, fulfilled, and processed promptly and accurately.
- Ensure Partner Agencies meet all monthly reporting requirements by monitoring data submissions, providing technical assistance as needed, and maintaining accountability for the timely, accurate, and complete reporting of program data.
- Responsible for maintaining an Agency portfolio and an up-to-date master Agency list.
- Collaborate closely with the Chief Community Impact Officer (CCIO) and Agency Partnerships Director (APD) to prepare reports, analyze program and partner agency data, and develop documentation that measures the reach, impact, and effectiveness of the Partner Agency Network.
- Contribute information and collaborate with the CCIO and APD to plan and coordinate Partner Agency meetings, newsletters, and other communication efforts.

New Agencies and Community Distributions (15%)

- Respond to inquiries from community organizations interested in becoming Partner Agencies of the Food Bank.
- Serve as a liaison between community distribution partners, Second Harvest Food Bank Staff, and lead volunteers.
- Evaluate applications from potential new member agencies or community distributions sites; using standardized and robust criteria to identify which organizations to approve for addition to the partnership network.
- Research community needs regarding hunger and existing community-based resources to map areas of need unmet by our current agencies.
- Work to recruit Agencies that can serve as USDA, grocery rescue, and congregate feeding Partner Agencies.
- Oversee the orientation and onboarding process for new Partner Agencies and Community Distributions sites as needed.

Other duties as assigned.

QUALIFICATIONS

Education and Experience

One to three years' work experience in a coordinator role in social services, customer service, or a related position. Bachelor's degree in social services or related subject, or equivalent experience. Non-profit experience preferred. Food Protection and Warehouse Distribution Centers Certification or the willingness to obtain certification

Knowledge/Skills/Ability

- **Bilingual (English/Spanish) preferred.**
- Strong organizational skills that reflect the ability to perform and prioritize multiple tasks seamlessly with excellent attention to detail.
- Excellent communication skills, including proven ability to promote information via electronic communications, telephone, and in-person.
- Ability to communicate effectively and respectfully with people from different racial, ethnic, and cultural groups and different backgrounds and lifestyles.
- Ability to develop and maintain effective working relationships and deal tactfully, cooperatively, and effectively with staff members, volunteers, program participants, partner agencies, and community organizations.
- Ability to organize work, set priorities, exercise independent judgment, and demonstrate flexibility in balancing the needs of various programs and staff.
- Ability to demonstrate high accuracy in data entry and database work.
- Proficient in Microsoft Excel, Teams, and the Microsoft Office Suite generally.

OTHER REQUIREMENTS

- Must have access to a motor vehicle, as well as valid auto insurance coverage.
- Must have a valid California Driver's License and a satisfactory driving record, as documented by a current MVR (will be obtained by the Food Bank's insurance carrier).
- It is the responsibility of all SHFB personnel to participate in our Food Safety/Food Defense programs.
- Demonstrate ethical business practices, in conformance with all state and federal laws and regulations.
- Commitment to serving vulnerable populations and ending hunger in Santa Cruz County
- Demonstrate full adherence to the Code of Conduct and all policies/procedures related to compliance.
- Adherence to all applicable federal and state laws and regulations including, but not limited to, those governing confidentiality, privacy, program, billing, and documentation standards.
- Ability to meet the following physical requirements with or without reasonable accommodation:
 - Able to hear conversations on the phone and in person. The person in this position frequently communicates with agencies who have inquiries about their orders, statements, needs; must be able to exchange accurate information in these situations.
 - Must be able to sit in a vehicle for long periods to perform certain job functions: this role frequently travel by vehicle to visit Partner Agency and food distribution sites throughout the County.
 - Be able to read, write, and interpret written reports, documents and manuals.
 - Able to safely lift or carry items weighing up to 20 pounds.
 - Bi-manual dexterity and ability to use a computer keyboard.
 - Frequent standing and sitting throughout the day.
 - May work in outdoor weather conditions.
 - Use hands to manipulate, handle, feel, and control items or equipment, including

- laptop computer and motor vehicle.
 - Climb up or down stairs.
 - The person in this position needs to frequently walk to various outreach site locations.
- Given the front-line nature of our work, there will be instances where staff are required to work a flexible schedule in order to respond to community needs. Advanced notice will be provided.
- In instances of a federal, state or locally declared emergency, Second Harvest is considered an essential service and emergency responder; all its employees may be called in to perform regular or emergent duties.

STANDARD WORK SCHEDULE: Our regular business hours are Monday through Friday, 8:00 a.m. to 5:00 p.m. This position will support one Saturday distribution per month, and occasional evening and weekend work may be required to meet program and community needs.

WORKSITE: 800 Ohlone Parkway, Watsonville, CA 95076

WORK FROM HOME: Not Eligible

Job Details: This is a full-time, regular, exempt position with a salary of \$ \$74,822-\$81,472; depending on education and experience. This position may require working occasional nights and/or weekends for meetings and events

Benefits: We offer competitive salaries and benefits and a rewarding work environment.

PAID TIME OFF: new hires accrue three weeks of vacation time in their first year of service, in addition to paid 10 company holidays, and 12 sick days, per year.

HEALTH AND WELLNESS:

- ✓ 4 Gold-rated medical plans: employer covered at 90%-80% depending on the plan.
- ✓ 100% employer-paid benefits for employee Vision, Dental, Life, Long-Term Disability, Accidental Death & Dismemberment and Employee Assistance Program
- ✓ Employer subsidized vision and dental insurance for dependents.
- ✓ AFLAC supplemental plans
- ✓ Health Care and Dependent Care Flexible Spending Accounts
- ✓ Supplemental coverage on Life and AD&D plans.
- ✓ Pet Insurance

FINANCIAL BENEFITS

- ✓ 403(b) Retirement Plan with generous employer contribution.
- ✓ Tuition reimbursement program

All requirements are subject to possible modification to reasonably accommodate individuals with disabilities. This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by their supervisor. This document does not create an employment contract, implied or otherwise, other than an "at will" relationship.

Second Harvest is an equal opportunity employer to all, regardless of age, ancestry, color, disability (mental and physical), exercising the right to family care and medical leave, gender, gender expression,

gender identity, genetic information, marital status, medical condition, military or veteran status, national origin, political affiliation, race, religious creed, sex (includes pregnancy, childbirth, breastfeeding and related medical conditions), and sexual orientation.

Second Harvest will consider qualified applicants with a criminal history pursuant to the California Fair Chance Act. You do not need to disclose your criminal history or participate in a background check until a conditional job offer is made to you. After making a conditional offer and running a background check, if Second Harvest is concerned about a conviction that is directly related to the job, you will be given the chance to explain the circumstances surrounding the conviction, provide mitigating evidence, or challenge the accuracy of the background report.
