

FOOD BANK OF THE ALBEMARLE
Job Description

Position Title: Agency Relations Manager

Position: Full-time exempt, plus benefits

Place in the organization:

- Reports to the Director of Operations
- Customer Service/Receiving Clerk reports to this position
- Food Stamp Outreach reports to this position
- Program Specialist reports to this position
- Data Entry Clerk(s) reports to this position
- Agency Relations Assistant reports to this position
- Volunteers assigned to the department

Job Qualifications:

- Bachelor's Degree or equivalent experience
- Management experience in customer service or quality assurance, especially in warehousing or the food industry, excellent people management skills to supervise, motivate staff and volunteers and complete required reports.
- Experience in customer service or quality assurance; ability to maintain accurate customer files and complete required reports.

Essential Requirements:

- Clearance through a North Carolina Criminal Record Check.
- Have a valid North Carolina Driver's License.
- All Employees must also adhere to "Drug and Alcohol Policy."
- Willingness to actively pursue appropriate professional development opportunities.
- Ability to work independently, as a team member and a member of management.
- Able to plan and develop efficient processes, able to lead people, and possess good time management skills
- Good organizational skills, attention to detail, writing skills, and ability to speak in front of people
- Computer proficiency, especially in Microsoft Office Suite, Outlook, Google Drive, database and website navigation, and a typing speed no less than 45 wpm

General Description:

The Agency Relations Manager has lead responsibility for customer service to the Food Bank of the Albemarle's hunger relief agency partners. The manager is responsible for agency monitoring, supervises the customer service staff to ensure the highest standards of customer service, and proactively monitors FBA's distribution to achieve specific goals for each county served. All responsibilities shall be consistent with FBA's mission to fight hunger.

Principal Activities of the position:

- Serves as liaison between the partner agencies and FBA, oversees the enrollment of new hunger relief agency partners, and conducts ongoing agency management.
 - Respond to inquiries from new potential agencies in a timely manner.

- Facilitate new agency orientation training sessions monthly.
- Follow up with participants to complete the member agreement, facility inspection, and ensure understanding of the stipulations of both.
- Maintain a system to ensure that all agencies have been monitored within Feeding America's required timeline, and use monitoring visits to improve agency service, develop pantry capacity, and enhance customer service.
- Ensures all Safety and Sanitation rules are followed by all personnel and in compliance with Feeding America, AIB and Food Bank of the Albemarle operating guidelines, regulations and policies.
- Plan two annual continuing education workshop days for agencies.
- Ensure that FBA always exemplifies the highest standards of customer service.
 - Make sure that all customers are dealt with in a warm, courteous, and helpful manner.
 - Ensure accurate processing of orders from receipt through posting invoices.
 - Create an atmosphere of safety, organization and efficiency in the agency pickup area.
 - Verify timely response to agencies at all times and satisfactory resolution of any issues.
 - Oversees end of month closeout, report generation, weekly web publications.
 - Establish and track measures of customer service, including agency surveys, and act accordingly on these metrics, capturing gains and addressing shortfalls as they occur.
 - Ensures all Safety and Sanitation rules are followed by all personnel and in compliance with Feeding America, AIB and Food Bank of the Albemarle operating guidelines, regulations and policies.
- Supervises the Agency Relations staff
 - Oversees Customer Service/Receiving Clerk
 - Agency orders, deliveries, pick-ups
 - Oversees the CACFP/SFSP program
 - Coordinate the meal planning & menu creation by AR personnel.
 - Compile and review monthly claim documents.
 - Oversees Food Stamp Outreach
 - Coordinate with various social service agencies and emergency food pantries educating low-income individuals about SNAP benefits, administering pre-screenings, assisting with application completion and follow-up.
 - Advocate to reduce barriers that currently hinder SNAP/FNS enrollment and attend monthly FNS Outreach meetings with state officials.
 - Ensure thorough and accurate reporting
 - Oversees Data Entry
 - Monthly partner agency reporting and End-of-month reports
 - Tracking donations
 - Agency Account questions
 - Oversees Agency Relations Assistant
 - Mobile Food Pantry Program and Backpack program
 - Assists with agency file management and reporting
 - Back-up to Agency Relations Manager
- Serves on Leadership Team with FBA.
 - Serves as alternate (in the absence of the Warehouse Manager, Operations Director and Executive Director) company representative when Regulatory Inspectors visit the Food Bank.
 - Standing member of the Recall Committee and front line leadership team.

- Food Safety Committee alternate in the absence of any one of the following: Warehouse Manager, Operations Director and Executive Director.
- Achieve distribution goals.
 - Proactively drive distribution in order to achieve the goal in each county FBA serves through analysis of household zip code data and agency monthly service report.
 - Develop sufficient pantry capacity to work toward each county being able to achieve distribution goals without FBA's intervention.
 - Utilize the mobile pantry distribution channel to serve those who would otherwise not be served, and schedule a sufficient number of mobile pantries to achieve grant requirements and distribution goals.
- Personnel management
 - Provide supervision, coaching, training, and evaluation to the Agency Relations Staff.
 - Assist with computer operations, reports, and general efficiency of Agency Relations.
 - Oversee an effective performance management system for all Agency Relations personnel. Make recommendations for new hires or disciplinary action related to any Agency Relations staff positions.
 - Motivate the Agency Relations staff to be an effective part of the Operations team to work toward achieving FBA's goals.

The Food Bank of the Albemarle's relationship with the community from food donors to volunteers is one of high visibility and all staff must exercise a great deal of diplomacy and maintain a friendly and professional demeanor when dealing with these various groups.

Participate in staff meetings, strategic planning, travel to other Food Banks, travel for training for conferences and special events.

This position will require some occasional evening and weekend hours.

This job description may be subject to modification to reflect changes in the requirements or functions of the position.