



Fighting hunger and poverty in northeast North Carolina

Serving Beaufort, Bertie, Camden, Chowan, Currituck, Dare, Gates, Hertford, Hyde, Martin, Northampton, Pasquotank, Perquimans, Tyrrell and Washington Counties.

POSITION DESCRIPTION

Position Title: Regional Agency Engagement Manager

Position type: Full-time

Schedule: Mon – Fri / 8:00am – 4:00 pm, some weekends and evenings

Pay scale: Salary (+ Benefits*)

Reports to: Director of Programs

Qualifications:

- Associates degree and two or more years' experience in direct customer service
- Resident of assigned Region service area or substantial familiarity with these communities
- Excellent communication and interpersonal skills
- Computer experience required - Proficient using the Microsoft Office software suite (including Outlook, Word, & Excel)

Essential Requirements:

- Must demonstrate strong interpersonal and group communication skills with an interest in working with low-income and/or ethnically diverse populations
- Must have the ability to develop community networks and relationships with the general public and community leaders
- Must have the ability to maintain strict confidentiality
- Must be able to work flexible hours and travel as needed to meet requirements of the position
- Must have strong organizational and time management skills with the ability to prioritize workflow
- Applicant must possess the ability to work independently and as a team member
- All employees must adhere to Food Bank of the Albemarle's Drug and Alcohol Policy
- Applicant must be willing to authorize a North Carolina Criminal Record Check
- Must have and maintain a valid, state-issued driver's license with a minimum of three years' safe driving history and reliable transportation

General Description: The Regional Agency Engagement Manager is responsible for all aspects of the Food Bank's external partner agency services and community programs that address hunger and food insecurity across the region. This position is responsible for program compliance, agency engagement, and capacity building. This position is the primary relationship managing program partnerships and ensuring that Food Bank resources are strategically leveraged for the greatest impact. Responsibilities include but are not limited to:

Program Management:

- Ensure smooth execution of Food Bank programs.
- Manage and maintain up-to-date delivery calendars and Agency Finder information.

**General
Description**
(cont'd)

Program Management (cont'd)

- Participate in monthly internal program meetings and develops and maintain relationships with program partners to increase food security
- Manage the onboarding process for new partners and programs. Work to build trust with internal and external stakeholders. Develop and amend partnership agreements.

Compliance:

- Work with the team to ensure that all partner agencies and programs are in compliance with Feeding America and FBA guidelines as applicable.
- Maintain agency files for assigned region. Monitor the accuracy of agency files for assigned region.
- Ensure partner agencies from assigned region submit accurate monthly reports.
- Provide technical assistance, training, and compliance monitoring to partner agencies within assigned region including information on food safety, civil rights, service insights, and meal connect.
- Conduct annual site inspections to ensure compliance with NCDA and FBA agreements.
- Determine corrective actions for programs that are not in compliance.

Communication:

- Maintain effective communication among internal staff and agency partners.
- Maintain program and partnership communication, including updates to agencies via email blasts and updates to the agency page on the website.

Program Development, Engagement, and Capacity Building:

- Build and maintain subject matter expertise in best practices for food distribution operations and equitable service models.
- Work with the program director and team to design, implement, and continually advance the food banks' programming model using evidence-based best practices and partner feedback.
- Assist with research, design, and evaluation of new programs and activities as needed.
- Implement grant-related work and provide support and leadership to project partners.
- Facilitate monthly agency calls, develop meeting agendas, and implement request topics.
- Engage agencies and community partners in advocacy and community engagement, which foster collaboration and shift food bank agency relationships from transactional to transformational.

Region

Bertie, Chowan, Gates, Hertford, Northampton, Washington, Martin

Assignments:

*Standard benefits accrual in accordance with FBA Personnel Policies

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 diplomacy and maintain a friendly and professional demeanor when interacting with various clients, suppliers, and volunteers.

This description is not intended to be an exhaustive list of all responsibilities, duties or skills required of the position. Rather, they are general in nature and to be clarified upon request. The Food Bank reserves the right to update this Job Description at any time.

In accordance with federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, sex, disability, age, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA.

The Food Bank of the Albemarle is an Equal Opportunity Employer.