



Position Overview

Agency Relations Coordinator

Marion-Polk Food Share is the regional food bank leading the fight to end hunger in Marion and Polk Counties. Support from our local community makes it possible for the Food Share to collect and distribute nutritious food for children, adults and seniors through more than 100 partner programs, including food pantries, meal sites and home-delivered meals and to carry out programs to address the root causes of hunger.

The mission of Marion-Polk Food Share is ***“Leading the fight to end hunger in Marion and Polk counties, because no one should be hungry.”***

At the Food Share, our commitment is to:

- *Treat all people as our neighbor*
 - *Value diversity and strive for inclusion*
 - *Listen first and seek to understand*
 - *Focus on shared goals*
 - *Encourage creativity and be willing to take risks*
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Statement of Purpose: Supports the Food Share’s community based strategies that increase food security through coordinating an effective partner meal site and pantry network.

Summary of Role: The Agency Relations Coordinator is responsible for supporting our network of over 100 partnering food pantries and meal sites through annual monitoring, data tracking, meal site and pantry development and other network coordination efforts.

Core Areas of Responsibility

- *Partner meal site and pantry monitoring and support: Provides support for the Food Share’s Partner meal site and pantry network by conducting annual monitoring, providing excellent customer service and providing general organizational resources.*
- *Information Management: Collects, verifies accuracy and reports program data for a variety of internal and external sources.*
- *Direct Services: Coordinates and leads Spring Break Lunch programming, nutrition education at area-pantries, produce site support, and other direct distribution programs.*

This position has no supervisory responsibilities but may provide leadership, guidance and training to meal sites, pantries and/or volunteers.



Position Description

Agency Relations Coordinator

Areas of Responsibility, Evaluation and Essential Functions:

- **Partner meal site and pantry (agency) monitoring and service. Provides support to the Food Share's Partner meal site and pantry network through conducting annual monitoring, providing excellent customer service and providing general organizational resources.**
 - Supports development of direction and vision for agency network to ensure high quality emergency food access across Marion and Polk counties in collaboration with Director of Community Programs.
 - Develops new programs and approaches to address underserved communities or service gaps, with the support of the Director of Community Programs,
 - Provides excellent customer service to our network of Partner meal sites and pantries.
 - Conducts annual meal site and pantry monitoring and occasional extra assessments of network programs. Ensures adherence to network, state and federal standards and regulations.
 - Investigates and responds to customer complaints in a professional manner. Responsible for Partner meal site and pantry adherence to civil rights and food safety guidelines and customer service standards.
 - Leads partner agency disciplinary action in cases of non-compliance. Addresses and resolves problems in collaboration with Agency Relations team, Oregon Food Bank and DHS.
 - Proactively builds positive relationships with partners that encourage a culture of trust, collaboration and philanthropy.
 - Collaborates effectively with Operations Department to ensure good service and consistent communication with Partner Agencies and clients.
 - Assists partners in becoming interconnected with neighborhood, Food Share and regional resources to provide clients referrals and increase food security.
 - Facilitates applications for Oregon Food Bank funds and other financial resources for partner meal sites and pantries.
 - Supports implementation of additional services and programs at Partner meal sites and pantries, including nutrition education, cooking classes, gardening resources and other resources.
 - Develops and implements client focused meal site and pantry best practices, education and programming in the MPFS partner meal site and pantry network.
 - Works with Agency Relations team to develop the pantry and meal site network, which includes coordinating and facilitating meetings, organizing an annual training and managing meal site and pantry communications.
 - Handles new agency partnership requests and manages the onboarding program.
 - Assists, as needed, with coordination of community food system work and operations activities.



- **Information Management: Collects, verifies accuracy and reports program data for a variety of internal and external sources.**
 - Gathers, analyzes and compiles network client service data. Leads the production of monthly and quarterly reports for Oregon Food Bank, Marion-Polk Food Share departments and outside funders.
 - Updates and maintains organized program files and meal site and pantry database information to keep program information accessible and current for accurate data collection and communication purposes of multiple departments.
 - Maintains an updated meal site and pantry handbook and distributes updates promptly.
 - Maintains the Food Assistance Guide and Woodburn-area local food guide, update regularly and distribute to partners.
- **Direct Services:** Coordinates and leads Spring Break Lunch programming, nutrition education at area pantries and produce site support.
 - Coordinates annual Spring Break Lunch food box distribution program.
 - Coordinates and supports the Food Share's Nutrition Education programs taking place at agencies, including cooking classes, health screenings, healthy food promotion and other programming.
 - Works closely with Operations team to coordinate harvest-season produce distribution programs with agency and non-agency partners.
- Other duties as assignedⁱ

Education and/or Experience; Certificates,/Licenses/Registrations:

- High School diploma or equivalent required. Some college coursework or college degree preferred.
- Minimum of one year prior experience in customer service or social service related position required.
- Prior experience with community organizing, program development, program coordination or program evaluation preferred.
- Prior experience in data entry or data collection a plus.
- Fluency in Spanish a plus.
- Must be proficient in Microsoft Office Suite.
- Must pass pre-employment drug screen and full background check.
- Must be insurable through Marion-Polk Food Share's vehicle insurance and carry personal vehicle insurance. Must pass driving record check.

Necessary Knowledge, Skills and Abilities:

- Passionate about serving MPFS with a strong interest in food security and poverty issues.
- Excellent customer service and verbal and written communication skills.
- High level of interpersonal skills with demonstrated poise, tact and diplomacy.
- Excellent organizational skills required. Ability to successfully balance multiple projects and prioritize effectively.



- Must be able to compose professional email correspondence for internal and external audiences.
- Proven ability to work effectively with a diverse group of external and internal persons, including people experiencing poverty and crisis, culturally diverse communities, non-English speakers and faith based community partners.

Job Conditions:

Work may be performed at a work station, in a warehouse environment and at Partner meal site and pantry locations. May occasionally lift, move and carry objects in excess of 30 pounds. Frequent driving for up to two hours and standing for periods of time up to 2 hours will be required. During frequent Partner meal site and pantry store visits, work is subject to varying indoor and outdoor temperatures and road and walkway surfaces in all seasons. May work or travel out of the local area and work outside normal working hours, such as evenings and weekends, on occasion. Work in excess of 40 hours per week during peak business periods may occasionally be required.

Title	Agency Relations Coordinator	Department	Programs
FLSA	<input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Non Exempt	Starting Salary Range	\$16.62 - \$19.94
Status	<input checked="" type="checkbox"/> Full Time <input type="checkbox"/> Part Time	Hours Per Week	40
Reports to	Director of Community Programs	Date of Last Revision	6/14/18
Alternate Title(s)		Grade	H
Employee Signature			
Supervisor Signature			
HR Signature			

ⁱ This job description does not list all the duties of the job. You may be asked to perform other duties. You will be evaluated in part based upon your performance of the tasks listed in this job description. MPFS has the right to revise this job description at any time. The job description is not a contract for employment.

To perform this job successfully, an individual must be able to perform each essential duty and physical demand satisfactorily with or without a reasonable accommodation. EOE.