



## **AGENCY RELATIONS MANAGER**

**\*\*\* \$2,000.00 Sign-On Bonus\*\*\***

Worcester County Food Bank (WCFB) believes that healthy food is a fundamental right of all people, that hunger is a solvable problem and an issue of social justice. WCFB's mission is to engage, educate, and lead Worcester County in creating a hunger-free community. To that end, WCFB annually collects donations of perishable and nonperishable food and distributes it through a network of Partner Agencies, including food pantries, community meal programs, and shelters; trains Partner Agencies in food safety; and advocates for systemic and sustainable solutions to the problem of food insecurity. WCFB is deemed to provide essential services to the community in times of emergencies.

### **Job Summary**

The Agency Relations Manager is responsible for managing communications, resources i.e., training, and services in support of WCFB's Network of Partner Agencies. This is a full-time, exempt position reporting to the Chief Operating Officer.

**This position is designated essential to WCFB's operations.**

### **Responsibilities**

Management of Agency Relations Priorities and Activities

- Work closely with Chief Operating Officer (COO) and Warehouse and Facility Manager to ensure optimal customer service and food distribution to Partner Agencies and their ability to support their guests/clients
- Provide support for WCFB's strategic goals and priorities
- Engage and support Partner Agencies in the development of a client-centered model
- Identify opportunities for partnership in areas of high need
- Lead the process for annual allocations of MEFAP food, Thanksgiving turkeys, and other food

Management and Supervision of Agency Relations Coordinator

- Support Agency Relations Coordinator through the process of onboarding new Partner Agencies, planning and implementation of Hunger Free Network Meetings (twice annually) and scheduling and implementation of regular & periodic trainings.
- Actively participate with Agency Relations Coordinator in all aspects of Agency Relations work to:
  - Ensure that all Partner Agency records are well maintained, routinely reviewed and updated
  - Ensure Partner Agency compliance with the WCFB Partnership Agreement, food safety standards, USDA/TEFAP, MEFAP, or other regulatory requirements
  - Ensure that all monitoring of Partner Agencies is complete, accurate, well-documented, and accomplished on time

- Ensure that corrective action is managed appropriately
- Ensure that Partner Agency data is actively monitored

**Liaise with Partner Agencies**

- Act as one of two primary points of contact between all Partner Agencies and WCFB.
- Responsible for periodic as well as special communications to Partner Agencies, including e-newsletters, email, phone, and mail.

**Qualifications**

The ideal candidate will have:

Combination of education and nonprofit management experience including effective supervision and project management.

- Commitment to WCFB’s mission.
- Commitment to prioritizing equity, diversity, and inclusion and integrating it throughout agency relations.
- Leadership ability and effective communication skills. Bilingual skills are recognized as an asset.
- Commitment to a flexible work schedule to meet the organizational needs of WCFB and Agency Relations Team.
- Friendly, professional, and organized with excellent customer service skills.
- Practical thinker and problem-solver.
- Demonstrated success in managing resources and services for an agency network.
- Strong attention to detail.
- Flexibility and ability to adapt quickly to changing circumstance and priorities.
- ServSafe Certification (WCFB provides training)
- Experience with a food pantry or community meal program.
- Ability to work collaboratively as part of a team as well as individually.
- Solid knowledge of various computer applications including but not limited to Microsoft Office Suite and database systems.
- Willingness to travel locally, regionally, and nationally as needed for meetings, conferences, etc. Reliable transportation and good driving record required. A WCFB vehicle for work-related business is shared by staff.
- Other duties as assigned by supervisor.

**Pay Scale:** \$26.00-\$36.00

**Status:** Exempt

**How to Apply:** *A formal cover letter is required for consideration.*

E-mail Cover Letter & Resume to: [Hr@foodbank.org](mailto:Hr@foodbank.org) subject line: “Agency Relations Manager”

***WCFB is an Equal Employment Opportunity (EEO) employer and welcomes all qualified applicants. Applicants will receive fair and impartial consideration without regard to race, sex, color, national origin, age, disability, veteran status, genetic data, religion, or other legally protected status. We strongly encourage people of color, women, LGBTQ + individuals, people with disabilities, and people living with or have experience of poverty to apply.***