



WORCESTER COUNTY FOOD BANK
Agency Relations Manager

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

Worcester County Food Bank (WCFB) believes that healthy food insecurity is a solvable problem, that healthy food is foundational to quality of life and a fundamental right of all people. WCFB's mission is to engage, educate, and lead Worcester County in creating a hunger-free community.

As the leading food security organization in Worcester County, WCFB coordinates the collection and distribution of quality donations of fresh, frozen, and non-perishable food to people in all 60 communities of Worcester County through a network of food pantries and community meal programs, trains Partner Agencies in food safety, and advocates for programs that increase access to healthy food and policy solutions that address the root causes 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 building relationships, managing communications, providing training, conducting site visits, and serving as the dedicated contact and resource person for WCFB's network of Partner Agencies. This role also engages in WCFB's collaborative efforts at local, state, and federal levels to permanently solve the problem of food insecurity.

This is a full-time, exempt position reporting to the Chief Operating Officer (COO).

The Agency Relations Manager is expected to be on sight full-time in order to be present and engaged with the daily activities at WCFB, which is a busy distribution hub to 119 Partner Agencies. This role will have many opportunities to interact in person with WCFB staff (all roles are on-site) as well as Partner Agency staff and volunteers as they visit the warehouse for food pick-up appointments. These interactions are an important part of building strong relationships and developing a sense of community as the point-person for the network.

This position is designated essential to WCFB's operations.

Responsibilities

- Respond to phone calls, emails, and visits from people looking for food assistance by connecting them to available food resources i.e. local food pantry, SNAP application assistance, etc.

- Engage and support Partner Agencies in the development of a guest/client-centered model for food distribution
- Collaborate closely with Warehouse and Facility Manager and Inventory Unit on excellent customer service to Partner Agencies
- Maintain accurate Partner Agency files
- Manage weekly digital communication with Partner Agencies and other communication as needed
- Manage scheduling of Partner Agencies food pick-up appointments
- Ensure Partner Agency compliance with standards as required by WCFB, USDA, and Feeding America i.e. civil rights, food safety, etc. through consistent and ongoing communication and through site visits to Partner Agencies based on an annual calendar. Provide technical assistance and develop corrective action plans as needed to support Partner Agencies' compliance.
- Plan and lead regular on-site and virtual Partner Agency meetings and trainings including orientation for new authorized Partner Agency representatives.
- Collaborate on the agency enabled retail donation program with COO and Warehouse & Facility Manager
- Manage monthly service data collection with Partner Agencies
- Run and create reports from CERES and Data Collection System for grant reports, meetings with Partner Agencies, WCFB staff, etc.
- Analyze data to inform decision making related to gaps in service area
- Contribute to the process for equitably allocating WCFB's food resources
- Provide support for WCFB's strategic goals and priorities
- Other duties as assigned

Qualifications

- Bilingual in English and Spanish with strong written and verbal skills in both languages
- Effective leadership and management skills
- Effective communication skills and ability to present to groups of all sizes in-person or virtually
- 3 years' experience in outward facing customer service or community outreach
- Successful track record of building strong, long-term professional relationships and partnerships through collaboration; previous account management experience a plus
- Experience in and passion for working with diverse populations
- Strong business acumen, responsiveness, and follow-through
- Strong critical thinking and problem-solving skills
- Willingness to travel throughout Worcester County as well as regionally and nationally for meetings, conferences, and trainings
- Proficiency in Microsoft Office and strong computer skills overall
- Nonprofit, food pantry, or community meal program experience a plus
- ServSafe Manager Certification or ability to obtain within first 90 days of employment
- Commitment to WCFB's mission to end food insecurity
- Commitment to prioritizing equity, diversity, and inclusion and integrating throughout agency relations work
- Valid driver's license and reliable transportation

Pay Scale: \$54,080 - \$74,880

Status: Exempt

WCFB provides comprehensive and competitive benefits including paid time off, health and dental insurance, life, short-term and long-term disability insurance, health savings account, and 403(b) retirement savings plan with an employer match.

How to Apply: E-mail cover letter and resume to: jobs@foodbank.org (subject line: "Agency Relations Manager). A formal cover letter is required for consideration.

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 with lived experience of food insecurity and poverty to apply.