

Channel One Regional Food Bank

Job Opening



Job Title: Agency Services Manager
Department: Programs and Agency Services
Classification: Full-time, non-exempt – 40 hours/week
Reports to: Programs and Agency Services Director

POSITION SUMMARY

This position is responsible for supporting the Food Bank's mission of strengthening food access and building healthy communities by building lasting, trust-based relationships with partner agencies, programs, and communities throughout Channel One Regional Food Bank's service area. This includes coordinating and implementing support for partner agencies through monitoring, education, outreach, technical assistance, and program development, in adherence with guidelines developed by Feeding America, USDA TEFAP and Channel One Food Bank.

ESSENTIAL DUTIES AND ACCOUNTABILITIES

Agency Partner Support

1. Establish, develop and support relationships with partner agencies and communities to meet Channel One's mission and strategic goals.
2. Conduct annual in-person visits to partner agencies as assigned to audit and ensure compliance with processes and policies outlined in the Feeding America Partner Food Bank Agreement, the Channel One Partner Agency Agreement and other supporting agreements including TEFAP, CSFP and Retail Donations, as others as required. This includes scheduling, sending pre-visit information, writing post-visit reports and sending documentation to agency contacts.
3. Manage on-boarding process for new agencies and/or new managers or staff at partner agencies. This includes conducting initial site visits, obtaining required documentation, orienting agencies to Food Bank processes such as ordering, delivery, service statistics reporting and others as needed.
4. Uphold food storage and safe food handling expectations, including training and supporting partner agencies and monitoring for compliance. This includes implementing ServSafe Food Handler training for partner agencies.
5. Provide technical assistance and support to partner agencies after in-person visits and when requested or required.
6. Ensure that adequate documentation for partner agencies is maintained, including agency contacts, documenting major correspondence and files notes, maintaining electronic files and agency information management in Channel One's ERP software system.

Agency Network Support

1. Manage regional service insights by maintaining service-related statistics for partner agencies and programs. This includes auditing service statistics for timeliness and accuracy, and supporting service-statistics roll-up reporting to local, regional, state and other partners as assigned.
2. Coordinate training and education for Civil Rights, Choice, Dignity and other expectations that align with our mission, vision and values, putting the person experiencing food insecurity at the center of all we do. This includes organizing virtual Mission Meetups, in-person meetings and presentations at local, regional and statewide events.
3. Work with the Operations Team to proactively identify issues, opportunities and solutions pertaining to product availability, ordering, delivery and distribution to partner agencies and programs, using Channel One's Service Area Assessment and Operational Support plan to guide equitable distribution.
4. Provide coverage for agency support inbox as needed.

Other

1. Represent Channel One Regional Food Bank professionally and maintain positive public relations.
2. Attend hunger relief network events, partner meetings, and network conferences as required.
3. Provide support for Channel One programs including the Channel One Food Shelf, deliveries, Mobile Markets and Mobile Pantries as needed.

Qualifications, Education, and Experience

- Relevant experience in the hunger relief network, public health, social services or a related field preferred.
- Demonstrated success building and maintaining professional relationships.
- Experience working in collaborative, service-oriented, or externally facing roles strongly valued.
- Formal education is valued but not required; relevant experience and demonstrated competence are prioritized.

Skills and Abilities

- Proficient with MS Office (Word, Excel, Outlook), database management, and internet research
- Competent in learning new software for tracking and reporting
- Strong written and oral communication and presentation skills
- Excellent interpersonal and customer service skills
- Strong analytical and organizational skills
- Ability to travel, current driver's license, and valid proof of vehicle liability insurance
- Ability to work effectively independently and collaboratively
- Ability to work effectively in a fast-paced environment with a high level of accuracy and attention to detail
- High standards of professional ethics and conduct
- Committed to Channel One Regional Food Bank's mission

Wage and Benefits

Starting pay ranges from \$26.75-\$27.40/hour

Benefits include:

- Health Insurance
- Company paid Employee Dental Insurance
- Company paid Employee Life and LTD Insurance
- 401(K) with employer match
- 9 Paid Holidays
- Paid Vacation and Paid Sick Leave
- 30 Minutes paid lunch breaks