

## Second Harvest Food Bank of Central Florida Job Description

**Title:** Agency Relations Manager  
**Unit:** Agency Relations  
**Reports to:** Director of Agency Relations & Programs  
**Labor Grade:** E-2  
**Date of Last Revision:** 08/01/2017

**Job Group Category:** Exempt  
**Direct Reports:** Agency Relations and BCA Coordinators

### **Position Summary:**

The position provides management of the relationships and communications with member agencies for collection and distribution of product through SHFB.

SHFB team is dedicated to building community awareness and creating an efficient food distribution network to eliminate hunger. Staff is committed to embodying SHFB's values in all activities. Relationships are based on collaboration and respect. Resources are leveraged in a manner that is strategic and cost effective in order to achieve the SHFB's mission and goals.

### **Principal Duties & Responsibilities:**

- Maintain an efficient Agency Relations department, including the Bites Camera Action (BCA) program. Manage team of Agency Relations Coordinators and BCA Coordinator. Provide supervision, coaching, training and evaluation to team members. Supervise all activities to ensure that the goals of each program are being met.
- Establish and track measures of customer service, including creating and analyzing agency surveys.
- Member of the Agency Council and Agency Advisory groups, responsible for creating minutes and board reports for those meetings.
- Work closely with the Director of Agency Relations and VP of Agency Relations on the Capacity Building process.
- Manage the mobile pantry program and ensure that routes have been assigned and that agencies are trained on distribution. Use mobile pantries to assist in the development of pantry capacity in underserved areas. Work closely with the other departments within SHFB to ensure smooth operation of the mobile pantry program.
- Maintain a consistent agency monitoring schedule according to SHFB standards; ensure that each partner agency is compliant with all SHFB, state and local regulations.
- Manage the TEFAP program related to Partner Agencies, while working closely with the Operations department. Create the training and handouts for the annual TEFAP training. Conduct the yearly training for the TEFAP program for the partner agencies. Attend the yearly TEFAP training conducted by the Department of Agriculture and USDA. Ensure that the TEFAP partner agencies are monitored according to USDA standards.
- Work closely with both the Brevard and Volusia Branch Managers to ensure they are following SHFB guidelines. Ensure that the Brevard and Volusia Branches have the agencies monitored and trained annually.
- Contribute to the development and management of the Agency Relations annual operating budget.
- Participate in Process Improvement meetings

### **Job Specifications:**

- Bachelor's degree or higher in nonprofit management or other related discipline; or equivalent experience
- Five years or more management experience, preferably in a food bank or other non-profit organization
- Excellent writing and oral communication skills a must
- Strong organizational skills and must be proficient in MS Office
- Valid FL driver's license

### **Competencies:**

- **Customer Focus**  
Continually improves processes in order to meet and exceed customer expectations  
Actively identifies internal and external customer needs  
Tries to improve processes by carefully listening to customers
- **Delegation**  
Encourages others to take greater responsibility and initiative  
Gives clear and easy-to-understand instructions to those whom they ask to help them  
Gives authority for decisions to those best-placed to make them
- **Drive/Motivation**  
Finds different ways to explain what efforts are needed to achieve objectives  
Looks for innovative ways to capture people's enthusiasm about goals and objectives  
Regularly share progress regarding goals and objectives to inspire people's best efforts
- **Leadership Ability**  
Likes to encourage people to come up with their own conclusions  
Helps and encourages people to take on tasks and goals that will challenge them  
Gives people plenty of room to stretch themselves and learn different skills
- **Planning and Organizing**  
Sets aside time for thinking, planning, and action  
Designs flexible time into their day to re-schedule or re-prioritize  
Paces themselves so they can meet goals or deadlines
- **Quality Focus**  
Understands the cost of poor quality across the enterprise  
Understands the entire supplier-to-customer chain in the organization  
Pushes hard for higher standards and better quality in order to obtain superior results
- **Teamwork Ability**  
Builds "bridges" with other teams to maximize cooperation and consistency  
Invites opinion from people who have different experiences or perspectives  
Builds effective and balanced teams that are based on capability and potential
- **Time Management**  
Designs time into their day to re-schedule and re-prioritize  
Paces him/herself to meet objectives or deadlines  
Reserves a certain amount of time each day for "drop-in" visitors

### **Work Environment:**

Work is value, goal and deadline oriented; extensive phone and external contact; periodic extended hours; office environment; some driving, bending, lifting and carrying items weighing in excess of 10 pounds; walking during agency site visits; computer usage.

### **Disclaimer:**

The statements included in this Job Description are intended to describe the general nature and level of the work being performed by the person assigned this job. They are not intended to be an exhaustive list of all responsibilities, duties and skills required.