



FOOD FOR LANE COUNTY JOB DESCRIPTION

POSITION TITLE: Partner Agency Services Coordinator

RESPONSIBLE TO: Programs and Education Director

HOURS: 40 hrs./wk. Must be available occasionally on evenings and weekends.

CLASS: Non-exempt (hourly)

SALARY: \$20.55 per hour

BENEFITS: Eligible for select FFLC-sponsored benefits at a pro-rated rate where applicable (e.g. paid time off benefits such as holidays, floating days, vacation and sick). Health insurance benefits offered after 60 days of employment; other benefits after 90-day mutual trial service period satisfactorily completed.

SUMMARY OF POSITION: The Partner Agency Services Coordinator acts as a liaison with a network of 160+ nonprofits and faith-based organizations (partner agencies) that receive food from the food bank for the purpose of serving people in need in Lane County. The ideal candidate for this position is a unique mix of educator, trainer, compliance monitor, event planner, and program coordinator. The candidate must be able to work in a high-energy, fast-paced environment with constant interruptions and changing deadlines.

The position requires someone who is very comfortable handling a large amount of detailed work, including a high volume of phone and email communications. This position works in tandem with another Partner Agency Services Coordinator, supporting partnerships across rural and metropolitan Lane County. It requires relationship building skills, using motivational techniques with partner agencies to elevate them towards best practices in service delivery.

PRIMARY TASKS & RESPONSIBILITIES:

PARTNER AGENCY NETWORK SUPPORT: Provides a range of assistance, support, and motivational counseling to partner agencies and facilitates collaboration

- Maintains regular and open communication with agencies
- Trains and orients new partner agencies
- Assists partner agencies with issues related to service delivery, food ordering, food safety, and civil rights
- Coordinates regular agency meetings, an annual agency conference, and other training opportunities
- Facilitates networking between agencies to enable them to problem-solve together and share resources and information
- Receives and resolves service complaints from clients and/or agencies with good conflict resolution skills
- Motivates partner agencies to improve service delivery in a positive and encouraging way; recognizes and appreciates high-performing agencies
- Fields applications for new partnerships from the community and provides resources and information to agencies on how to successfully join our network

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- Helps in decision-making around future of network
- Promotes and shares information about hunger, food security, and community resources with agencies
- Coordinates regularly with many departments within FOOD for Lane County (FFLC) to handle special orders, schedule changes, or food quality issues

CONTRACT COMPLIANCE: Monitors partner agency compliance with required guidelines and procedures

- Conducts annual monitoring site visits during required time frame (virtual and in person)
- Provides support, feedback, and guidance to agencies to ensure compliance with all relevant federal, state, and county requirements; this requires extensive learning of the applicable contracts
- Ensures proper training and certification for food safety and civil rights, compliance with civil rights law, and network distribution policies

ADMINISTRATIVE DUTIES:

- Maintains master partner agency database to ensure that information is accurate
- Maintains accurate and updated partner agency files
- Shares updated agency information with front desk, warehouse staff, and other relevant FFLC staff on a regular basis
- Accurately updates and enters data into Primarius, FFLC's inventory system
- Coordinates monthly report collection, tracking, and compilation
- Analyzes data and submits reports as required by multiple stakeholders
- Coordinates food recall notices
- Coordinates food ordering, pickup, and delivery for partner agencies
- Monitors and provides content and updates for the organization's website

OTHER TASKS & RESPONSIBILITIES:

- Represents FOOD for Lane County with knowledge and respect
- Actively demonstrates FFLC's values of compassion, collaboration, and inclusion
- Follows FFLC policies and procedures, and policies of other organizations with which FFLC has contractual obligations
- Responds to communication (phone or email) within 24 hours. This will require the use of a cell phone while in the field
- Attends monthly all-staff meetings, Programs, Education & Services Team meetings, Inventory meetings, and other meetings as appropriate
- Attends Oregon Food Bank quarterly meetings when appropriate
- Performs other tasks as requested by supervisor

DESIRED SKILLS AND QUALIFICATIONS:

- Education and/or training relevant to the position
- Experience working with rural communities
- At least three years of experience in program coordination

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- Strong organizational skills
- Excellent verbal and written communication skills
- Strong presentation and training and/or public speaking skills
- Strong problem-solving and analytical skills
- Computer proficiency, especially with Microsoft Office suite of programs
- Ability to establish and maintain effective working relationships with diverse people
- Ability to manage multiple projects with attention to detail, handle interruptions, maintain focus on tasks and produce accurate work
- Ability to quickly learn and absorb contractual requirements
- Knowledge of social service network in Lane County
- Knowledge of issues regarding hunger and poverty
- Experience working with programs that serve low-income, diverse and multicultural clients
- Ability to supervise and motivate volunteers
- Ability to work closely with a co-coordinator, which requires clear communication and a collaborative attitude to share the workload
- Possess a current Food Handler's Card and ServSafe certification, or willingness to obtain required certifications within six months of hire
- Current driver's license, safe driving record, current vehicle insurance, and ability to use personal vehicle for FFLC business
- Bilingual (English/Spanish) preferred
- Employment contingent upon a successful background check

FFLC is an Equal Opportunity Employer. All applicants will be considered for employment without regard to race, color, religion, sex, sexual orientation, gender, gender identity, age, national origin, marital status, genetic information, veteran status, diverse ability, or any other characteristic protected under local, state or federal law.