**Job Description**

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| Job Description Title: | Agency Relations Coordinator | Primary Supervisor(s): | Director of Agency Relations |
| Location: | Flatwoods | Travel Required: | 50% |
| FLSA Classification: | Exempt - Salaried | Position Status (FT, PT, etc.): | Full-Time |
| General Workday/Week: | Monday – Friday 7:00-5:00 (4 Days) | Physical Demands: | Medium/Moderate – See Chart |
| Required Education and Experience: | * High School diploma | Performance Expectations: | Optional |

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| **PHYSICAL / ENVIRONMENTAL DEMANDS: *The table below shows how much on-the-job time is spent in the following physical activities:*** | | | | |
| **ACTIVITY:** | **None** | **Under 1/3** | **1/3 to 2/3** | **Over 2/3** |
| Standing |  |  | X |  |
| Walking |  |  | X |  |
| Sitting |  |  | X |  |
| Using hands to finger, handle or feel |  |  | X |  |
| Reaching with hands and arms |  |  | X |  |
| Climbing or balancing |  | X |  |  |
| Stooping, kneeling, crouching, or crawling |  | X |  |  |
| Talking or hearing |  |  | X |  |
| Tasting or smelling |  | X |  |  |
| Driving |  |  | X |  |
| This position is described as **medium/moderate physical activity** performing non-strenuous daily activities of an administrative nature.  This position requires lifting or carrying items less than 10% of the time.  Frequency of weight lifted is as follows:  up to 50 lbs. under 1/3 of the time.   This position requires both close and color vision as well as manual dexterity sufficient to work with the fingers.  This position requires the need to frequently attend meetings before and after work hours.  The work environment is well lighted, heated/air conditioned indoor office setting with adequate ventilation. The noise level is moderate, as typical of a business office setting with computers, printers, light traffic and phone conversations.  **Equipment Used:**  Computer/laptop, telephone, copier, fax, scanner, printer, related communications systems | | | | |

**Position Summary:**

The Agency Relations Coordinator will work with member agencies and Mountaineer Food Bank to ensure effective, efficient distribution of product to people in need. This includes direct involvement in program design, nurturing collaboration with external partners, and coordination of a range of Mountaineer Food Bank inter-departmental program support functions.

## ESSENTIAL DUTIES AND RESPONSIBILITIES:

**Agency Relations**

* Help feed West Virginia’s hungry through a network of member feeding programs.
* Monitor member agencies by conducting site visits, observing operations and reviewing documentation to ensure compliance with Feeding America policies.
* Act as a connection between member agencies and Mountaineer Food Bank by promptly responding to member agency calls, requests for information and complaints to ensure all questions are satisfactorily answered, all requested materials are sent and orientation trainings are scheduled.
* Provide member agencies with technical assistance necessary to develop and expand their service delivery to the community by contributing to the Member Agency Update, coordinating meetings, overseeing and supporting assigned member agencies programs, and developing member agency workshops to ensure the successful operation of our member agencies.
* Maintain accurate records by reviewing monthly statistics, updating and maintaining MFB’s database (Primarius), and maintaining updated information in member agency files for the efficient, ongoing operation of agency relations.
* Provide information and referrals for individuals in need of assistance who call or come to MFB to meet their needs.
* Conduct orientations for new agencies and new agency representatives to ensure each member agency has the knowledge necessary to utilize MFB’s services.
* Network with other social service and food assistance organizations by attending meetings, making referrals and speaking at events to ensure greater Mountaineer Food Bank awareness of issues and visibility.
* Attend conferences, workshops and other related events to promote continuous quality improvement of agency relations.
* Performs other duties as assigned by the CEO.

**Job Competencies:**

* Passion, focus, and creativity around Food Bank vision, mission, and values.
* Strong work ethic with orientation toward innovation, action and continuous improvement
* Internal drive to challenge the organization, themselves and the team to move the needle in our organizational mission.
* Teamwork- collaborator who enjoys working together to meet goals.
* Relationship Management- ability to work with team on multiple relationships-internal and external (staff, donors and member agency partners, etc.)
* Relatability- Ability to relate effectively with other staff, volunteers, agency representatives and the general public.
* Positive Attitude- Ability to work through different circumstances (change of schedule, weather, etc.) with a positive attitude.

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