

FOOD BANK OF THE RIO GRANDE VALLEY, INC.
JOB DESCRIPTION

FULL TIME EQUIVALENT: 1.0

POSITION TITLE: Agency Relations Manager

ACCOUNTABLE TO: Senior Manager of Programs & Equity

GENERAL DESCRIPTION: The objective of this position is to develop and maintain partner agencies which include; food distribution sites (a.k.a. food pantries), on-site feeding facilities.

RESPONSIBILITIES:

- Develops human interest stories
- Monitors all agencies including volunteers and staff at all food program sites.
- Investigates all complaints including Civil Rights about agencies
- Development, maintain and the addition of new agencies
- Conducts yearly training for partner agencies in all rules, procedures, civil rights, and safe food handling pertaining to the Food Bank RGV, Feeding America, and USDA
- Conducts yearly training for Food Bank RGV staff on civil rights and safe food handling.
- Liaison between Operations and Accounting Department
- Keeps partner agencies informed by sharing pertinent information
- Provides information by answering questions and requests
- Collects monthly agency reports due from all agencies by the 5th day of the month
- Compiles monthly agency reports
- Prepares report for Senior Manager of Programs & Equity on the 10th day of the month indicating agencies who have not turned in their monthly report
- Makes referrals
- Maintains partner agencies' documents by filing in appropriate file folders
- Maintains agency express and training of agencies
- Develops and maintains Kids Café and Operation Kid Pack Programs
- Maintains agencies' reports by filing in appropriate binders
- Maintains agency directory and mapping software
- Maintains operations by following policies and procedures
- Contributes to team effort by accomplishing related results as needed
- Evaluates existing procedures & recommends improvements to the Senior Manager of Programs & Equity
- Performs additional duties as assigned by the Senior Manager of Programs & Equity

The above statements are intended to describe the general nature and levels of work to be performed and are not intended to be an exhaustive list of all responsibilities and duties.

QUALIFICATIONS:

- Bachelor's Degree from an accredited college or university or at least 7 years of relevant experience working in a leadership position.
- Ability to present a professional demeanor under a variety of conditions. Highly energetic with an ability to work independently and maintain a strong commitment to teamwork.

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- Creative and independent thinker with a track record of success in achieving organizational objectives, including through conception and implementation of new ideas.
- Exceptional people management and communication skills. Ability to lead, motivates, and directs groups and individuals. Ability to collaborate effectively with people at all levels of the organization, including Food Bank RGV management, program staff, administrative support staff, board members, donors, contractors, and outside vendors.
- Ability to think creatively and strategically to mediate and negotiate successfully with individuals and groups internally and externally. Ability to overcome obstacles to cooperation and to foster harmonious relations.
- Excellent communication skills, bi-lingual, including written, verbal and non-verbal. Superior public speaking skills with an ability to make and use distinctions as to types, frequency, tenor and levels of communications, depending upon circumstances, audience, recipient, and content.
- Exceptional organizational and time management skills.
- Ability to work effectively and constructively with a range of internal and external partners; and work as a collaborative member of teams including administration, development, communications, operations, and other program teams.
- Strong software skills; proven ability to proficiently use Outlook, Word, Excel, PowerPoint, and the Internet. Ability to quickly learn new technologies relevant to the Food Bank RGV's work environment.
- Reliable transportation

The Food Bank of the Rio Grande Valley, Inc. provides equal employment opportunity without regard to race, color, sex, religion, national origin, political belief, age or disability. The Food Bank RGV conforms to all applicable federal and state laws, rules, guidelines and regulations and provides equal employment opportunity in all employment and employee relations.

The Food Bank RGV assures that all applicants for employment and all Food Bank RGV employees are given equal consideration based solely on job-related factors, such as qualifications, experience, performance and availability. Such equal consideration applies to all personnel actions, including but not limited to recruitment, selection, appointment, job assignment, training, transfer, promotion, merit increases, demotion, termination, pay rates and fringe benefits. The Food Bank RGV reviews, evaluates and monitors all personnel matters to ensure that they are in accordance with this policy.

The Food Bank RGV takes seriously and will investigate promptly and thoroughly all charges of alleged discrimination in employment, and inform the Food Bank RGV employees of their rights in regard to equal employment.

The Food Bank RGV requires its personnel to act in conformity with the principles outlined in this statement through strict adherence to the above statements and recognizes that the effective application of equal opportunity in employment must involve more than a non-discriminatory statement. The Food Bank RGV recruits, hires, trains and promotes into all job levels the most qualified persons without regard to race, color, religion, sex, national origin, political belief, age or disability status. The Food Bank RGV takes positive steps to eliminate any discrimination from its personnel practices, and creates an environment that encourages equal opportunity for all of its employees.

The Food Bank RGV distributes information regarding equal employment opportunity through the employee handbook and various publications. Equal Employment Opportunity related complaints may be made to your supervisor or Department Director.

Updated April 30, 2021

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