



Job Description

Job Title: Agency Relations Specialist
Classification: Full-Time, Non-Exempt
Department: Agency Relations & Nutrition Services
Reports to: Manager of Community Partnerships
Location: Boise, ID
Apply: <https://idahofoodbank.org/about/employment/>

JOB SUMMARY:

Responsible for all matters in Agency Relations. This includes assistance in establishing a strong Partner Agency Network through the recruitment of partners that align with The Idaho Foodbank's mission, supporting the growth and retention of partner agencies, and ensuring agency compliance with all necessary laws, policies, and guidelines regarding safe food distribution. The Agency Relations Specialist position also supports the Agency Relations Supervisor and the Director of Partnerships and Programs in identifying and ensuring equitable distribution of product on a statewide basis.

KNOWLEDGE, SKILLS AND EXPERIENCE:

- Preferred Bachelor's Degree or equivalent experience (Social Services focus)
- Experience and commitment to serving low income individuals and families
- Knowledge of food assistance programs, hunger issues, and/or experience with social service agencies preferred
- Must be strong independent worker as well as be able to work as part of a team
- Ability to communicate effectively, both orally and in writing
- Strong leadership skills
- Possess organizational skills and some project coordination experience
- Experience in data collection and analysis
- Ability to make presentations and develop reports that include data and technical information
- Proven competencies in Microsoft Office products, including Internet, Word, Excel, Outlook, PowerPoint and standard office equipment
- Excellent customer-service skills and friendly with others
- Demonstrated problem-solving and conflict resolution skills
- Fluency in English and Spanish a plus

JOB REQUIREMENTS:

- Have a clean, professional appearance
- Must be able to provide an acceptable Motor Vehicle Record to meet insurance eligibility requirements
- Have a valid Driver's License and access to an automobile with current auto insurance
- Must be able to pass ServSafe Certification
- Frequent travel required within counties served by organization/programs

PRINCIPLE DUTIES AND RESPONSIBILITIES:

Agency Intake and Monitoring

- Screen prospective agencies and assist with application and mutual agreements between the partner agency and The Idaho Foodbank.
- Conduct initial on-site visits and assist in the orientation of new agencies to Foodbank ordering procedures, picking up product, etc.

- Conduct ongoing site monitors while ensuring compliance with all documentation requirements
- Assist agencies in development and implementation of corrective actions

Agency Outreach, Education and Retention

- Assist in the development and maintenance of service-area wide agency recruitment/retention program.
- Identify and provide information to the partner agency network regarding IFB products, policy or schedule changes, and community based events related to poverty issues.
- Assist in the implementation of a partner network gap analysis and capacity measurement tool for partner agencies, including agency surveys.
- Foster cooperative relationships between agencies and The Idaho Foodbank.
- Educate agencies in food safety, best practices, and latest food recall procedures.

Distribution

- Assist with strategies assuring equitable access to Foodbank products throughout service area.
- Work closely with warehouse distribution staff to develop positive relationships and understand the varied needs of partner agencies.
- Educate agencies on rules regarding use of donated product in compliance with IRS Tax Code 170e3 and other state and federal tax laws.
- Implement procedures to address product misuse.
- Assist in the implementation of the Mobile Pantry program or other models focused on Foodbank direct distribution to people in need.

Foodbank Representative and Liaison

- Assist in development and implementation of agency meetings across entire service area.
- Work toward the goal of helping food insecure Idahoans gain improved access to services and food.
- Represent The Idaho Foodbank at meetings, as needed.
- Assist agencies in maintaining the most current resource information possible to assist emergency food recipients.
- Provide data collection and analysis to assist in preparation of Foodbank grants.
- Assure the timely submission of all reports
- Other duties as assigned.

Food Safety

- Commit to uphold policies, principles and best practices for food safety.
- Understand the personal responsibility to follow all safety policies and health rules, programs, and procedures, to report all unsafe acts, environment or behaviors immediately and to always report safety issues, incidents or accidents immediately.

WORKING CONDITIONS

This work is performed primarily in an office environment while sitting at a computer terminal for extended periods of time. Employee will use computer and smart phones extensively. Work may

involve periodic lifting and carrying of items that may weigh up to 30 pounds. May work outside normal business hours, such as evenings and weekends, and could require driving frequently due to work performed in the community. Mileage reimbursement will be provided when using a personal vehicle.

Employment Requirement

- Negative Drug Screen
- Successful Background Clearance

Disclaimer

This job description in no way states or implies that these are the only duties to be performed by the employee in this position. Employees will be required to follow any other job related instructions and to perform any other job related duties requested by any person authorized to give assignments.

This position description excludes the marginal functions of the position that are incidental to the performance of fundamental job duties. All duties and responsibilities are essential job functions and requirements. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. This document does not create an employment contract, implied or otherwise, other than an "at will" relationship.

THE IDAHO FOODBANK IS AN EQUAL OPPORTUNITY EMPLOYER.