



Fighting Hunger. Giving Hope.

LOS ANGELES REGIONAL FOODBANK JOB AD

POSITION: Agency Relations Coordinator

SUPERVISOR: Agency Relations Manager

STATUS: Hourly/Non-exempt

Company:

The Mission of the Food Bank is to mobilize resources to fight hunger in our community. It provides food to more than 300,000 clients on a monthly basis and, in 2017, distributed 70 million pounds of food. Los Angeles Regional Food Bank employees are hired based not just on their skills, but also their commitment to our mission. This means that each of us, working together, will do all that we can to fulfill our vision that no one goes hungry in Los Angeles County. Our core values include: Respect, Stewardship & Accountability, Collaboration, Urgency, Service, Integrity and Diversity. Our organization is committed to maintaining a positive and engaging workplace for all its employees.

Essential Functions

This position provides customer service support to prospective and participating agencies and assists with the recruitment, evaluation, enrollment, orientation and monitoring of existing and new agencies. The Agency Relations Coordinator also provides guidelines to agencies regarding the storage and distribution of food, record keeping practices and maintenance of standards. This position will physically monitor prospective and participating agencies and provide technical assistance according to established guidelines.

The Agency Relations Coordinator's responsibilities include providing in-house and on-site technical assistance to prospective and participating agencies; providing responsive customer service to agencies and assist with conflict resolution regarding food pick-ups, ordering, forms and other paperwork; providing orientations as needed to new agencies joining the Food Bank, including online assessments and communication; and preparing monthly activity and monitoring reports, including tracking of agency participation and other reports as required.

Qualifications:

- Insured vehicle with valid California driver license.
- Intermediate to proficient Computer literate (Microsoft Office).
- Great inter-personal, communication and customer service skills, professional presentation.
- Ability to work well with people of diverse backgrounds.
- Self-directed, must work well with little supervision.
- Ability to compose and/or edit business correspondence, ensuring well-prepared memos and documents convey accurate meaning prior to distribution.
- Ability to work well under pressure and handle multiple tasks with solid deadlines.
- Working towards degree in Public Policy Administration, Non-Profit Management or related.
- Bilingual English/Spanish highly desired.

Benefits:

We offer a competitive benefits package:

- Medical, dental, vision, flexible spending accounts.
- Employer paid Life Insurance and Long Term Disability.
- 403(b) retirement savings plan.
- Employee Assistance Program.
- Vacation: 2 Weeks for the first 3 years.
- Sick Time: 9 days per year.

If interested in this position, please apply directly at <https://www.lafoodbank.org/jobs/> with résumé. As a part of the Food Bank's pre-employment screening process, all potential employees are subject to a Criminal Background Check.

The Los Angeles Regional Food Bank is proud to be an "Equal Opportunity Employer."