



Fighting Hunger. Giving Hope.

**LOS ANGELES REGIONAL FOOD BANK
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. The Food Bank serves more than 300,000 clients on a monthly basis and, in 2019, distributed 81.2 million pounds of food. Los Angeles Regional Food Bank employees are hired because of their skills, and because of 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 employees.

ESSENTIAL FUNCTION

The Agency Relations Coordinator will provide customer service support to prospective and participating agencies by assisting with the evaluation, enrollment, orientation and monitoring of existing and new agencies. This position will physically monitor prospective and participating agencies and provide technical assistance according to established guidelines. The Coordinator is also responsible for coordinating food deliveries on a weekly basis; collaborating with agencies and internal teams such as Inventory Control and Operations to find solutions to logistical challenges.

WHAT YOU'LL DO

Customer Service: Enrolls qualified partner agencies in Food Bank delivery programs. Provides customer service to clients and prospective or existing agencies and assists with conflict resolution regarding food pick-ups, food deliveries, ordering, reports and other related topics. Provides program and Food Bank orientations as needed to new and existing agencies. Collaborates with Operations to measure and analyze key performance indicators regarding on-time deliveries to agency partners.

Site Monitoring: Provides in-house and on-site technical assistance to prospective and participating agencies to include, but not limited to, the following: Storage and distribution of food received from the Food Bank, proper maintenance of food distribution and food recipient records and proper adherence to food recipient qualifying requirements as mandated by federal, state, and Food Bank guidelines. Responsible for receiving and maintaining current agency insurance policies and food safety certificates for all partner agencies.

QUALIFICATIONS

- Some College or degree in Business Administration or Nonprofit Management is desired.
- Insured vehicle with valid California driver license.
- Computer literate (Microsoft Office).
- Great inter-personal, communication, and customer service skills.
- Ability to work well with people of diverse backgrounds.
- 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.
- Experience with social service organizations desired.
- Bilingual English/Spanish highly desired.

BENEFITS

We offer a comprehensive benefits package:

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

To apply, please submit cover letter and resume directly to jobs@lafoodbank.org.

As a part of the Food Bank's pre-employment screening process, all potential employees are subject to a Criminal Background Check.

In instances of a federal, state or locally declared emergency, Los Angeles Regional Food Bank is typically considered an essential service and emergency responder; all of its employees may be called in to perform regular or emergent duties.

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