

**LOS ANGELES REGIONAL FOOD BANK
JOB AD**

POSITION: Agency Relations Supervisor
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 Supervisor is responsible for supervising and overseeing the Agency Relations Department, ensuring smooth workflow and consistent application of policies, procedures and practices. The Supervisor works closely with the Agency Relations team to provide customer service to agencies and assists with conflict resolution regarding food pick-ups, ordering, forms, and other paperwork. This role is instrumental in overseeing internal processes are efficient and effective and insuring Food Bank agencies are compliant with all necessary policies and procedures.

WHAT YOU'LL DO

Agency Services: Provides customer service to agencies and assists with conflict resolution regarding food pick-ups, ordering, forms, and other paperwork. 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 picked up 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. Ability to travel to (using personal vehicle or company vehicle) various sites throughout Los Angeles County to monitor prospective and participating agencies according to established guidelines.

Internal Process Maintenance: Works closely with IOC, Operations, and other departments to consider new or revised policies, programs and procedures that improve established department practices. Ensures Agency Relations department and affiliated agencies are compliant with Food Bank, Feeding America and EFAP/USDA policies and procedures. Provides information for internal and external data requests and prepares

monthly/quarterly service reports, using data visualization tools where appropriate to communicate service goals and results.

Team Supervision: Directly supervises the work of the Agency Relations Coordinators. Supervises and oversees the Agency Relations Department, ensuring smooth workflow and consistent application of policies, procedures, and practices. Represents the department (internally and externally) in the absence of the Agency Relations Manager.

QUALIFICATIONS

- High School diploma required, with some post high-school education (vocational, college-level).
- Must work well with little supervision and lead a team.
- Insured vehicle with valid California driver license.
- Computer literate (Microsoft Office).
- Excellent inter-personal, communication and customer service skills.
- Strong presentation skills.
- Ability to work well with people of diverse backgrounds.
- 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.

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."