



Job Description

Job Title: Agency Relations Coordinator
Classification: Full-Time, Non-Exempt
Department: Programs & Partnerships
Reports to: Regional Director and Director of Programs & Partnerships
Location: Pocatello, ID
Service Area: East Region
How to Apply: <https://idahofoodbank.org/about/employment/>

JOB SUMMARY:

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

KNOWLEDGE, SKILLS AND EXPERIENCE:

- Bachelor's Degree or equivalent experience in Social Services or Human Services
- 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 a partner of a team
- Ability to communicate effectively, both orally and in writing
- Possess organizational skills and 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 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:

- Must have a clean, professional appearance.
- Must be able to pass a national background check.
- Must be able to pass a pre-employment drug screening.
- 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 Manager's-Level Food Safety Certification.
- Physical job requirements include ability to lift up to 30 pounds.
- Able to safely operate a large vehicle with limited visibility.
- Frequent travel required within counties served by organization/programs.
- Work with other team members and IFB departments in a cooperative and supportive way, providing assistance and occasional coverage for other positions.

PRINCIPAL DUTIES AND RESPONSIBILITIES:

Agency Relations Intake and Monitoring

- Screen prospective agencies and assist with application and mutual agreements between The Idaho Foodbank and partner agencies ensuring compliance with Foodbank policies and Feeding America's standards.
- Conduct initial on-site visits and assist in the orientation of new agencies to Foodbank ordering procedures, picking up product, program requirements, etc.

- Conduct ongoing site monitoring while ensuring compliance with all documentation requirements and maintain agency files in prescribed methods approved by Feeding America.
- Assist agencies in development and implementation of corrective actions when found to be operating in violation of Foodbank policy, Feeding America standards or Internal Revenue Service Guidelines on the handling of donated product.
- Maintain knowledge and understanding of all Idaho Foodbank Programs offered and utilized in order to support Partner Agencies well.
- Update, organize and keep current all Agency data and information in IFB database.

Agency Relations Outreach, Education and Retention

- Identify potential agencies in service area that could benefit from relationship with The Idaho Foodbank.
- Assist in the development and maintenance of service-area-wide agency recruitment/retention program.
- Identify and provide helpful information to the partner agency network from various sources regarding IFB products, policy or schedule changes, and community-based events related to poverty issues.
- Assist in the implementation of a partner agency network gap analysis and capacity measurement tool for partner agencies, including agency surveys.
- Assist agencies to identify what services, standards and training they want from The Idaho Foodbank.
- Assist in the appropriate Foodbank implementation of partner agency-driven changes through conversations, surveys, Partner Agency Advisory Council and other methods.
- Foster cooperative relationships between partner agencies and The Idaho Foodbank through customer service, conflict resolution and regular communication.
- Educate agencies in food safety, best practices, and latest food recall procedures.
- Support Health & Nutrition Team in building and maintaining relationships with health districts, healthcare partners, and connect with appropriate community partners for the collocation of resources.
- Provide and coordinate focused services for Idaho Foodbank Programs, such as CSFP, TEFAP, Mobile Pantry, School Programs and other IFB programs offered.
- Collaborate with Nutrition Education team to promote and implement nutrition education programs, resources, and needs analysis to partner agencies.
- Maintain designated regional programs including compliance, training, and food safety.
- Review all Idaho Foodbank programs' effectiveness and service area gaps; propose & implement new programs where needed.

Distribution

- Assist with strategies for partner agencies to assure 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 The Idaho Foodbank and Feeding America 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, including bartering and selling of donated product.
- Assist in the implementation of Idaho Foodbank programs and models focused on alternative distribution methods and product diversity for partner agencies and people in need.

Foodbank Representative and Liaison

- Assist the Regional Director, Director of Programs & Partnership and Health & Nutrition Team in the development and implementation of community meetings across entire service area to foster understanding of The Idaho Foodbank; enhance cooperation between local organizations and

improve services to low-income people.

- Under the guidance of the Director of Programs & Partnerships, work toward strategic plan goals of helping food insecure Idahoans gain improved access to services and food.
- Be available to represent The Idaho Foodbank at community events and meetings as needed.
- Assist in keeping a current list of food distribution sites, including hours and days of operation, contact person, location, special circumstances, etc.
- With assistance, implement procedures to terminate Foodbank relationship with non-compliant agencies.
- Provide data collection and analysis to assist in preparation of Foodbank grants.
- Ensure the timely submission of all reports including data entry for Idaho Foodbank Dashboard.
- Support the Statewide Partner Agency Advisory meetings and feedback loop.
- Support the annual Partner Agency Conference within the region as well as Statewide if needed.
- 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.

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.

ORGANIZATIONAL CULTURE

At The Idaho Foodbank, we live our core values of Belonging, Commitment, and Collaboration. We're driven by our mission to nourish, educate, and advocate for food-secure communities. We believe every team member plays a vital, daily role in our mission.

EQUAL OPPORTUNITY EMPLOYER

The Idaho Foodbank is an Equal Opportunity Employer committed to fostering a welcoming and supportive workplace. We strive to create an environment where all employees and those we serve feel valued, respected, and empowered to reach their full potential. Our hiring and workplace practices are rooted in merit, fairness, and belonging.

All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, age, national origin, disability, protected veteran status, gender identity, or any other factor protected by applicable federal, state, or local laws.