

Agency Relations Coordinator

Department:	Operations
Reports To:	Agency Relations Manager
Status:	FT, Hourly, Non-Exempt, Flex
Pay Range:	\$20.00 to \$22.00 per hour

Job Summary

The Agency Relations Coordinator (ARC) is a liaison between Community Food Share and the Partner Agencies, a network of nonprofit organizations distributing food from Community Food Share. The ARC will assist in building and maintaining relationships with the Partner Agencies through on-site visits, trainings, regular communication, and general customer service. The ARC is responsible for setting up, organizing, and overseeing Community Food Share's Agency Shop Floor (ASF). With support from the Agency Relations Manager (ARM), the ARC takes the lead on planning and assigning tasks, inventory management, and day to day oversight of the ASF. This position ensures that the staff and volunteers from Partner Agencies who shop the ASF always receive consistent and exceptional customer service. The ARC trains volunteers who help on the ASF and supports training other program volunteers as needed. This position is ultimately responsible for setting and managing the ASF and ensuring Community Food Share best serves its Partner Agencies.

This position is not eligible for remote work. A typical work week is Monday through Friday starting at 7:30 AM or 8 AM to 4:30 PM or 5 PM daily with a 30 minute or 1 hour lunch.

Essential Responsibilities

Daily Operations

- Prioritizes customer service and cleanliness and presentation of shopping areas, ensuring the ASF is ready for shoppers each day. Ensures products are organized, consolidated, and stacked well on pallets to allow for easy and safe shopping.
- Enforces program guidelines for partner agencies, staff, and volunteers. Oversees the day-to-day operations of the ASF.
- Maintains appropriate inventory levels to ensure proper product rotation and distribution to minimize waste and provide equitable amounts of food to partner agencies.
- Coordinates, directs, and trains volunteers as needed to assist with operations in the warehouse, including safe food handling processes and procedures. Communicates volunteer needs and concerns with Volunteer Department. Is the first point of contact for ASF volunteers.
- Follows established safety guidelines and follows safe food handling procedures to ensure the safety of co-workers, volunteers, and visitors.
- Demonstrates safety in use of manual/electric pallet jacks and other warehouse equipment.
- Plans for and collaborates with the ARM and the Director of Operations (DO) to ensure product is restocked and available before the floor opens each day.
- Responsible for ensuring all Primarius (inventory system) orders and transfers are completed correctly and in a timely manner.

Ongoing and Weekly Responsibilities

- Conducts shopper orientations, ASF tours, and warehouse tours as needed for all new Partner Agencies, and produces regular updates and training for existing Partner Agencies.
- Maintains and administer the Partner Agency Agreement and Handbook.

- Maintains hard and electronic files and Partner Agency data.
- Responsible for communication between Partner Agencies and CFS including, but not limited to e-mail, hard mailings, and other Partner Agency communications.
- Manages the monthly Partner Agency reporting process, including but not limited to, providing template to Partner Agencies, validating returned data, communicating discrepancies, generating monthly, and quarterly, and year-end reports, interpreting results, and communicating back to Partner Agencies and Community Food Share staff when needed.
- Assists ARM in monitoring and evaluating each Partner Agency annually or bi-annually as described in policies and procedures, and each program site at least once every two years.
- Assists ARM in the allocation and distribution of Community Food Share's inventory of donated and purchased product
- Manages the distribution process by maintaining good communications with the programs/operations staff.
- Makes recommendations to ARM to improve distribution methods
- Supports the Operations Department with weekly ASF inventory as needed.
- Assists in warehouse tasks on an as needed basis for other programs.

Culture

- Promotes collaboration and communication among all Community Food Share staff to ensure successful agency relations implementation and ongoing Partner Agency support.
- Considers the benefits and consequences to their peer team when taking action, openly shares ideas and information with others, effectively completes work activities with and through others, helps others achieve goals and complete work to meet the needs of the team and the organization.
- Ensures own work is accurate and timely and operates with a culture of accountability while maintaining customer service.

Travel

- Travel locally in service area may be required.
- Travel to and from CFS partner agency locations will be required.

The above is a fair representation of the duties and responsibilities for this position but is not meant to be all inclusive. Other duties may from time to time be assigned at the discretion of the Agency Relations Manager and/or the Director of Operations.

Qualifications & Skills

Alignment with Community Food Share's mission and a compassionate appreciation for hunger issues are essential to the successful performance of all responsibilities. The requirements listed below are representative of the knowledge, skills, and/or abilities required to successfully perform the essential functions of this job:

Education and Experience

- Associate degree or bachelor's degree in business, management, distribution, or other related field of study. Significant experience may be a substitute for education.
- One to two years' experience and/or training in a warehouse environment.
- Experience with customer service strongly preferred.
- Experience supervising staff and/or volunteers strongly preferred.
- Experience with computerized inventory control and record-keeping preferred.
- Must possess a valid Colorado Drivers' license and maintain a good driving record and acceptable MVR.

Skills and Abilities

- Ability to use tech and computers to advantage.
- Planning and staging products.
- Ability to keep up in a fast-paced, physically demanding environment.

- Ability to communicate effectively and professionally with stakeholders, volunteers, and other employees.
- Ability to complete forms and write routine reports.
- Competent data entry skills and database management skills.
- Ability to understand warehousing logistics, inventory, and workflow.
- Basic math competency is a must.
- Highly defined organizational and time management skills.
- Ability to multi-task, and work under pressure.

Knowledge

- Successfully completes (within 90 days of hire) and maintains ServSafe Food Handler Certification.
- Successfully completes (within 60 days of hire) ECCA Primarius University and required onsite training.
- Successfully completes (within 60 days of hire) training on warehouse equipment (hand jacks, electric jacks, etc.).
- Successfully completes (within 60 days of hire) forklift certification.
- Knowledge of Microsoft Office Suite, including Outlook, Excel, Word, and PowerPoint.
- Aware of OSHA, AIB and Feeding America rules and regulations.
- Knowledge of Community Food Share's Food & Occupational Safety Rules.
- Inventory control and management techniques.

Behaviors

- Personable.
- Flexible and adaptable.
- Attentive to detail.
- Commitment to and passionate about the organization's mission and vision; persuasive and tactful communicator.
- Delivers a message without agenda.
- Uses good judgment and discretion.
- Possesses a strong ethical character.
- Works cooperatively and effectively with other Community Food Share staff and volunteers in a collaborative environment.
- Self-reliant, good problem solver results oriented.
- Provides excellent customer service to internal and external stakeholders.
- Gives and receives feedback in a respectful and productive way.
- Represents Community Food Share in a professional manner at all times under a variety of conditions.
- Works independently with minimal supervision.
- Maintains safety as a priority at all times.
- Manages conflict.
- Seeks additional personal and professional development.

Interpersonal Skills

Alternative or combined skills in understanding, counseling, and/or influencing people are important in achieving organizational objectives, causing action, understanding others, or changing behavior. Skills of persuasiveness, influence or assertiveness, sensitivity to the point of view of others, as well as generational, gender and cultural competency and awareness are requisite to success in this position.

Physical Demands

While performing the duties of this job, the employee is regularly required to sit, stand, bend, kneel, push, pull, stoop, climb ladders, balance, walk for extended periods of time; use hands to finger, grasp, carry, handle, or feel; reach with hands and arms above the shoulder; be able to taste and smell; and hear with or without aid. The employee may lift, leverage, and/or move up to 50 pounds repetitively. Some light travel with

mobile pantry operations, or other business-related needs could be required. Specific vision abilities required by this job include close vision, peripheral vision, depth perception and distance vision.

The physical demands described here are representative of those to be met by an employee to successfully perform the essential functions of this job. This listing may not cover all conditions an employee may encounter in the performance of the essential functions of this position.

Health Related Event Protocol

The Health-Related Event Protocol is in effect anytime required by federal, state or local health orders, or as required by the organization for public safety.

Special Workplace Precautions: In accordance with CDC and Boulder County Public Health Department recommended health and wellness precautions, Community Food Share may implement the following:

1. Masks which properly cover the nose, mouth and chin are required while inside the facility at all times except while in private offices. Cubicles are not considered private offices.
2. 6-foot social distancing is required in all public and private areas of the facility.
3. Gatherings/meetings are limited to a size which allows for distancing within the space designated for this meeting.

Remote Work Eligibility: This position is classified as being ineligible for remote work as the essential duties of this position must be performed within the warehouse facility. (TEAM APPLE)

Vaccination: Community Food Share does not require proof of vaccination status. However, this position works directly with the public in the performance of core duties. Employees serving in public facing positions may be required to wear a mask and practice social distancing at certain mobile, donor, or agency facilities regardless of vaccination status. Further, vaccination status may be required by donor businesses, agencies, or other facilities. While this is not a requirement of Community Food Share, it may be a requirement of the donor business, agency, or facility where we perform our work. Those unable to comply with outside requirements are required to speak directly with their supervisor or HR for assistance in this matter.

Work Environment

Community Food Share operates in a working warehouse environment. Most of these duties (about 70% of the employee's time) may be performed within the warehouse setting, wherein standing, carrying, pushing, pulling, and walking for long periods of time may be expected. While performing some of the duties of this job, the employee may be exposed to wet and/or humid conditions and moving equipment. The employee may be exposed to high, precarious places; outside weather conditions; and extreme cold in the walk-ins. The noise level in the work environment is usually moderate but may be loud with machinery and equipment in operation. About 30% of the duties of this position may be performed in an office setting, wherein the employee could be required to sit for long periods and operate computer and telephone equipment. Travelling to and from Partner Agency program sites, or for other business-related needs, may or may not be in company vehicles.

The work environment characteristics described above are representative of those an employee encounters while performing the essential functions of this job. This listing may not cover all aspects of the warehouse/office environment which an employee performing the essential functions of this position could encounter.

Reasonable accommodations may be made to enable qualified individuals to perform the essential functions of this position.

Pay for this position starts between \$20 and \$22 per hour depending on experience.

Community Food Share offers a rich suite of benefits for its full-time employees, including,

- 20 paid vacation days per year
- 9 paid Holidays
- 8 paid sick days per year with annual rollover
- 1 personal day per year
- 95% company paid health insurance
- 100% company paid dental insurance
- 100% company paid life and short-term disability insurance
- Voluntary vision insurance
- Matched SIMPLE IRA vested at 100% from day 1

Did we mention we have a **great** culture?

To apply for this position please send a current resume and cover letter expressing your interest to careers@communityfoodshare.org.