



JOB POSTING

Program Coordinator- *Agency Relations Coordinator II*

The Agency Relations Coordinator II is responsible for supporting the development, enhancement, and execution of agency relations services. This role involves promoting and expanding awareness of the Food Shuttle's feeding programs among agency and community partners within our seven-county service area. The Coordinator will engage with culturally diverse populations, employing a compassionate, collaborative, and respectful approach to foster effective relationships and support the organization's mission.

DUTIES AND RESPONSIBILITIES

- Assist in maintaining excellent communication with all agencies and community partners, communicating updates or changes to processes and program procedures.
- Oversee tracking and reporting systems for partner agency product distribution, ensuring accurate data collection, compliance monitoring, and performance measurement for an assigned county-based caseload of partner agencies.
- Coordinate the collection, tracking, and analysis of partner agency household and individual service data; compile client numbers, program metrics, and supporting documentation; and provide timely, accurate information to support grant reporting, funding compliance, and performance measurement requirements.
- Conduct on-site Readiness Assessments every two years, or as needed, to evaluate partner capacity through active listening and observation; accurately document, track, and present assessment findings to relevant departments to support strategic planning and decision-making.
- Assist in overseeing and conducting timely Customer Care (site inspections) visits to ensure compliance with Feeding America and Inter-Faith Food Shuttle requirements.
- Regularly gather and document feedback from neighbors and partners to enhance customer service, improve operational impact, and support community engagement; track and share testimonies to assist Development efforts.
- Support senior leadership in identifying and strengthening high-impact partner relationships to enhance food distribution within assigned counties.
- Coordinate and oversee warehouse shopping agencies by managing shopping schedules, supporting agency shoppers throughout the warehouse shopping process, and ensuring all required documentation, including weight sheets and/or shipment notices, is completed accurately and timely.
- Work jointly with Operations to serve as the Food Bank representative, ensuring quality, safety, compliance, and accountability in agency warehouse shopping activities.
- Collaborate with senior leader to organize and oversee disaster relief distributions, ensuring efficient coordination and support during emergency response efforts.
- Attend various networking meetings when applicable.
- Provide administrative support to the senior leader when applicable

QUALIFICATIONS

- High School diploma or equivalent required, bachelor's degree preferred but not required
- Two or more years of relevant field experience working with food pantries, meal sites and community organizing or related field
- Non-profit or human services experience
- ServSafe Food Handlers Certification required or must be obtained within 90 days of permanent employment.

KNOWLEDGE, SKILLS, & ABILITIES

- A willingness to stay abreast of difficulties of rural poverty
- The ability to relate to and understand the effects of food insecurity within our communities
- Salesforce knowledge a plus but not required.
- Working experience of Microsoft Office 365 Business Premium. (Publisher, PowerPoint, Word, Adobe Acrobat, Excel, Outlook)
- Very strong ability to prioritize and balance projects at various stages simultaneously
- Excellent verbal, interpersonal and written communications skills including comfortability speaking to community organizations
- Able to solve problems or overcome issues quickly and creatively
- Ability to work with minimal supervision, organize work on one's own and meet deadlines via efficient time management
- Ability to keep and maintain accurate records, exhibiting exemplary attention to detail
- Ability to relate effectively with other staff, volunteers, and the public
- Demonstrate a clear understanding of and ability to articulate the mission of the Food Shuttle mission.
- Proficiency in speaking Spanish a plus but not required.

CORE COMPETENCIES

Customer Orientation: The ability to demonstrate concern for satisfying one's external and/or internal customers.

Building Collaborative Relationships: The ability to develop, maintain, and strengthen partnerships with others inside or outside the organization who can provide information, assistance, and support.

Flexibility: Openness to different and new ways of doing things; willingness to modify one's preferred way of doing things. Ability to modify daily work schedule when needed.

Initiative: Identifying what needs to be done and doing it before being asked or before the situation requires it.

WORKING CONDITIONS

- Work Environment: Work is value, goal and deadline oriented with frequent interaction with communities.
- Computer work is performed in a climate-controlled office setting, with extended hours as needed.
- Able to work in high emotional situations.
- Noise level is typically moderate.
- Some in outdoor settings, in all weather conditions and temperatures may be required.
- Driving/Travel – Required to drive and travel to partners up to 5 days per week.

PHYSICAL REQUIREMENTS

- Frequently required to stand, walk, or sit for long periods of time.

- Extensive computer operation with repetitive finger movement.
- May occasionally lift and/or move up to 40 pounds within job responsibilities; walk-in cooler/freezer use

DIRECT REPORTS

None

ABOUT US

Inter-Faith Food Shuttle envisions a hunger free community. Our mission is to feed our neighbors, teach self-sufficiency, and grow healthy foods by cultivating innovative approaches to end hunger. As a Feeding America partner food bank, the Food Shuttle distributes over 13 million pounds of food per year, half of which is fresh produce. From Grocery Bags for Seniors, Backpack Buddies, and School Pantries; to Community Health Education and Mobile Markets; Catering and Culinary Job Training; and Community Gardening and a 16-Acre Farm; we go directly to the point of need to empower people and overcome the burden of hunger.

EEO, ADA, and E-Verify

Equal Employment Opportunity (EEO): Inter-Faith Food Shuttle provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity.

ADA Compliant: Inter-Faith Food Shuttle is committed to providing access, equal opportunity and reasonable accommodation for individuals with disabilities in employment, its services, programs, and activities. To request reasonable accommodation, contact recruiter@foodshuttle.org.

Inter-Faith Food Shuttle validates the right to work using E-Verify. Inter-Faith Food Shuttle will provide the Social Security Administration (SSA) and, if necessary, the Department of Homeland Security (DHS), with information from each new employee's Form I-9 to confirm work authorization.

COMPENSATION & BENEFITS

Pay Rate: \$20.00 per hour. Benefits include medical, dental, life, and long-term disability insurance. Simple IRA retirement plan with matching contribution. Paid Time Off (PTO) and twelve (12) paid holidays.

TO APPLY

Please send **resume and cover letter** to recruiter@foodshuttle.org.

Inter-Faith Food Shuttle is an Equal Opportunity Employer. We respect and seek to build a team of individuals from diverse cultures, perspectives, skills and experiences.