

Programs & Agency Relations Manager

Classification: Full time, exempt
Department: Programs
Reports To: Programs Director
Hours: 40 hours/week, M-F, 7:45am to 4:30pm
Compensation: Commensurate with Experience

Tri-State Food Bank offers a superior benefits package which includes health/dental/vision insurance, life insurance, \$2,000 per year IRA contribution, 17 paid holidays, and PTO. Tri-State Food Bank pays 90% of employee's individual health insurance premium. There is a 90-day waiting period for medical, dental, vision, life insurance and holiday pay; and a 180-day waiting period for IRA contribution and PTO.

SUMMARY:

The Programs & Agency Relations Manager's primary responsibilities include overseeing all aspects of Tri-State Food Bank's agency network to maximize partner relationships and resources, working to increase efficiencies and overall capacity of food distribution within the 33-county service area, and providing support, feedback, and guidance to ensure all local, state, federal, and Feeding America regulations are met. The Programs & Agency Relations Manager ensures that Tri-State Food Bank's programs meet the needs of our neighbors, implements new initiatives to address the changing needs of partner agencies and neighbors, and supervises program staff to maintain excellent customer service and a positive, collaborative work culture.

DUTIES AND RESPONSIBILITIES

- Oversees member agency outreach and application, onboarding, training, and evaluation, and manages record keeping, conducts surveys, and provides technical assistance as necessary.
- Develops and executes the monitoring schedule for partner agencies to ensure compliance with the Feeding America Partner Agreement and local, state, and federal regulations.
- Develops and maintains strong collaborative relationships with current and potential partner agencies.
- Functions as the liaison between partner agencies and the Food Bank and strengthens the agency network through conferences, newsletters, and participation with online resources such as Vivery.
- Empowers and trains program staff to work effectively and respectfully with agencies and community partners.
- Positions staff to increase partner capacity and services for neighbors through active problem solving, innovation, and communication.
- Supervises program staff by providing regular feedback and timely evaluations to ensure a high level of productivity.
- Oversees direct service programs and assists with strategic planning for program development, goals, and assessments of program efficacy.

- Controls programmatic expenditures in accordance with the program budget and develop strategies to maximize funding utilization.
- Ensures sponsor and grantor requirements and deadlines are met.
- Cultivates positive working relationships with stakeholders to promote Tri-State Food Bank.
- Approaches customer service in a professional manner, working to find mutually beneficial solutions to challenges.
- Promotes positive relationships with coworkers and collaborates on continuous improvements of internal policies, procedures, and systems.
- Coordinates with the Operations team to ensure that product quality and availability meet program needs and priorities.
- Oversees the collection of and provides data and reports to the Leadership Team and external stakeholders as needed.
- Participates in community meetings as appropriate and establishes favorable public relations.
- Other duties as assigned.

SKILLS AND OTHER REQUIREMENTS

- A minimum of a high school diploma or GED. Bachelor's degree preferred.
- 3+ years Supervisor or Management experience preferred.
- Resiliency to adapt to the changing needs of hunger solutions and community partners.
- Excellent communication, customer service, and interpersonal skills.
- Ability to prioritize and organize tasks, meet deadlines, problem solve, and multitask effectively.
- Proficient in Microsoft Office, including Excel, Word, Access, and Power Point.
- Ability to work well independently and in a team environment.
- Willingness to support the mission of the organization.
- Ability to work flexible hours, as needed, occasionally outside the regular business hours for special events/fundraising efforts.
- Ability to travel throughout the Food Bank's service area as needed.
- Must have a valid driver's license, carry insurance on personal vehicles, and be insurable by Tri-State Food Bank.

To apply, please send cover letter and resume to: Heather Owens, Programs Director, at heatherowens@tristatefoodbank.org.