

Second Harvest of Coastal Georgia, headquartered in Savannah, serves as the food safety net for tens of thousands of children, senior citizens, low-income families, and people with disabilities that are at-risk for hunger throughout southeastern Georgia. We partner with over 275 churches and non-profit agencies to provide emergency food assistance across Coastal Georgia in twenty-one counties. Last year, ASH provided more than 25 million pounds of food to hungry people in our 21-county service area through a variety of programs. We are currently hiring for the following position:

Job Title: Agency Relations Coordinator

Classification: Full-time, Non-exempt

Reports To: Director of Programs

The Agency Relations Coordinator is responsible for creating and maintaining a strong partnership between Second Harvest and our partner agencies to serve food insecure individuals in their local communities; providing support to agency partners as well as engaging agencies to maintain contractual standards; and working with the agency team to achieve programmatic goals for their service areas.

Pay range is \$19-21 per hour. Monday-Friday 7:30AM-4PM, and occasional Saturdays.

Position Responsibilities & Essential Functions

- Cultivate and maintain excellent relationships with agency partners.
- Provide guidance/education on common questions and use of network software.
- Act as liaison between Second Harvest and partner agencies to ensure agency standards are being met and complete all compliance monitoring.
- Network with community stakeholders in assigned service area to share the mission of Second Harvest.
- Develop and implement plans to initiate new agency partnerships in service area where unmet needs have been identified.
- Conduct due diligence on applicant organizations, review application and supporting documentation, perform on-site review, and make final determination viability of applicant.
- Collaborate with Second Harvest operations team to deliver programs including Mobile Food Pantries, Brown Bags for the Elderly, and others.

Administration and Agency Support

- Build and maintain accurate agency profiles.
- Plan and conduct new agency orientations and trainings.
- Onboard all new partners in designated service area.
- Accurately maintain agency records and files, compliance documentation, and other paperwork.
- Monitor service area partners and ensure reporting deadlines are adhered to.
- Provide ongoing agency training and support in service area.
- Assist in planning and executing annual seminars and agency meetings.
- Complete required administrative tasks and reports accurately and in a timely manner.

Compliance Monitoring

- Schedule and conduct monitoring visits for each partner agency in the assigned service area.
- Ensure continued eligibility and compliance of current and prospective agencies for membership as contractual partners.
- Ensure all standards are met by partner agencies, develop plans for agencies that fall short of standards.
- Provide education to service area partners on all Second Harvest programs.

Program Coordination

- Recruit and maintain excellent relationships with community partners, who host mobile food pantries, distribute Brown Bags, etc.
- With the support of leadership, schedule mobile food pantries monthly based on need and available resources.
- Ensure community partners are adequately trained on food safety, personal safety, reporting requirements and all other guidelines set forth by Second Harvest.
- Maintain accurate records of program outcomes and impact as required by Second Harvest.
- Collaborate with Second Harvest operations team to deliver programs including Mobile Food Pantries, Brown Bags for the Elderly, and others.

Expectations of the Employee

- Adheres to Second Harvest policy and procedures.
- Performs duties as workload necessitates.
- Timely and appropriate execution and implementation of plans and ideas.
- Maintains a positive and respectful attitude.
- Communicates regularly with supervisor about department issues.
- Demonstrates flexible and efficient time management and ability to prioritize work load.
- Consistently reports to work on time prepared to perform duties of position.
- Meets department productivity standards.

Competencies and Abilities

- Professional written and oral communication skills.
- Excellent written communication skills with the ability to write reports, business correspondence and procedure manuals; relate well to all levels of the organization, ability to build appropriate rapport.
- Make effective group presentations and trainings; and conduct productive meetings.
- Accurately provide and receive information in oral and written communications; consistently offer ideas, opinions, or information in an articulate, respectful, and professional way.

- Respond effectively to the most sensitive inquiries and complaints.
- Outstanding networking and customer service skills.
- Take personal responsibility for the quality and timeliness of work, and achieve results with little oversight.
- Strong organizational skills and ability to prioritize and be adaptive to changing needs.
- Set priorities and work independently.
- Respects and maintains confidentiality; is truthful and honest in all dealings.
- Builds and maintains customer satisfaction with the services offered by Second Harvest.
- Focuses on results and desired outcomes and how best to achieve them.
- Maintains composure in highly stressful or adverse situations.
- Builds constructive working relationships characterized by a high level of acceptance, cooperation, and mutual respect.
- Work and communicate successfully with people of diverse backgrounds.
- Adheres to all workplace safety standards and practices.

Requirements

- Four-year degree or equivalent work experience;
- At least two years' work experience, preferably in a social service or customer service setting.
- Intermediate Microsoft Office programs and computer skills (employee will be expected to learn and use internal software programs effectively as well).
- Valid driver's license and clean driving record as verified by Motor Vehicle Report.
- Successful completion of a background check.
- Willingness and ability to travel throughout service area (21 counties of coastal Georgia) on a regular basis in company vehicle.
- Able to safely lift and carry 30 pounds.
- Food Safety Certification (ServSafe) must be secured within first three months of employment.

Submit interest letter and resume to amahoney@helpendhunger.org