



Agency Recruitment Coordinator

We are looking for someone who loves to engage with people and organizations to help us grow our network of Food Bank member agencies. If you are a detail-oriented, creative problem-solver, who likes to make connections, who is passionate about The Food Bank's mission, and who is looking for a 40 hour/week position, this could be the right job for you!

Some of the work for this position can be done at home, some in the office, and there is also weekly travel throughout Western MA. We are currently located in Hatfield, and we are moving to our new facility in Chicopee next year.

To apply please send a resume and cover letter to jobs@foodbankwma.org so we can get to know you!

In addition to a great work environment, The Food Bank offers 14 days of paid vacation to start, 11 paid holidays, 10 paid sick days, excellent health and dental coverage, and a retirement plan with employer match.

This position pays \$17.74-\$17.99/hour.

Here is the job description for this position

JOB OVERVIEW

This position is part of the Agency Relations team and is responsible for recruiting, reviewing, engaging, and orienting new member agencies to The Food Bank's network. These activities include outreach to potential member organizations, review of applications, orientation of new members, initial inspection of the physical location of new programs, and generating contracts for new programs upon acceptance to the member agency network. This position entails frequent travel throughout the four Western Massachusetts counties.

REPORTING RELATIONSHIPS

Reports to: Agency Relations Manager
Supervises: No direct reports

ESSENTIAL FUNCTIONS

- Identify and contact appropriate and eligible organizations in the western MA area to attract interested, qualified applicant organizations for Food Bank membership, targeting organizations that serve people and areas with the highest rates of food insecurity
- Screen potential applicants for eligibility according to Feeding America, IRS, and Food Bank criteria
- Review applications submitted by prospective member agencies to ensure that all relevant and required information and materials are included; identify potential areas of concern or questions where clarification may be required
- Perform initial site inspections of programs that have submitted complete and approved applications; ensure physical site location meets food safety requirements set forth by Feeding America and The Food Bank
- Stay informed of Food Bank membership requirements and member policies and procedures to answer questions from prospective members
- Orient new programs to Food Bank membership, policies, procedures, and relationships to ensure a smooth transition to membership
- Generate new program records using Primarius food banking software; create membership contracts and membership fee invoices for new programs

OTHER RESPONSIBILITIES

- Respond to member and non-member inquiries via phone and email
- Represent The Food Bank at identified network or region-wide food access/community coalitions and meetings
- Assist with emergent agency and/or Food Bank operational needs (e.g. recalls, unexpected closings, etc.)
- Develop and provide reports as necessary
- Perform basic agency maintenance functions as needed
- Collaborate with Manager, Director of Programs, Agency Relations Team, and appropriate Food Bank staff to accomplish organizational goals

WORKING CONDITIONS

Frequent travel to member agencies and partners throughout Western Massachusetts

JOB QUALIFICATIONS/ REQUIREMENTS

Education & Training and Experience – Associate degree or equivalent and one year of relevant experience or 2-3 years prior work experience

Other skills:

- Strong written and verbal communication skills, in person, on the phone and by email

- Comfort with “cold-calling” organizations to inquire about their interest in potential membership
- Strong interpersonal skills
- Strong organizational and time management skills
- Demonstrated ability to take initiative
- Highly proficient in the use of MS Office, ability to navigate the Internet effectively and ability to learn new computer programs
- Ability to work well within a team and to be comfortable and flexible in a changing environment
- Ability to drive, excellent driving history, access to a reliable vehicle, and willingness to drive throughout Western Massachusetts or ability to secure regular and reliable private transportation to accomplish the same goals.

JOB PREFERENCES

- Bilingual in Spanish/English
- Occasional availability to travel outside of Massachusetts for conferences.
- Experience working in human service organizations
- Proficiency in database management
- Experience and comfort working in a variety of cultures and communities

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