Bilingual Agency Relations Coordinator

The Food Bank relies on our agencies and meal sites for a lot of our food distribution!

We are seeking a Bilingual (Spanish-English) Agency Relations Coordinator to visit our member agencies in all four counties of Western Massachusetts, providing excellent customer service while monitoring agency compliance.

The starting pay for this position is $20.70/hour with the possibility of a higher starting wage based on alignment with job preferences.

See below for the job description and position requirements.

The Food Bank offers:

- 45-minute paid lunch
- 14 days of paid vacation to start
- 10 paid sick days
- 80% of health insurance premium is paid by the Food Bank
- 50% of dental insurance premium is paid by the Food Bank
- We match up to 3% of retirement plan contributions after 6 months with us

To apply, send a cover letter and resume to jobs@foodbankwma.org

REPORTING RELATIONSHIPS

Reports to: Agency Relations Manager

Supervises: No direct reports

ESSENTIAL FUNCTIONS

*Monitoring, Compliance, and Documentation*

- Coordinate and conduct site monitoring visits, either online or in person, ensuring that each program is monitored once every two years
- Enforce and implement Food Bank, Feeding America, USDA and MEFAP policies and procedures
- Coordinate integration, use, and evaluation of site monitoring visit information
- Maintain site monitoring reports to ensure Feeding America compliance
- Maintain agency database and agency program files
Communications, Training, and Agency Support

- Assist with annual membership renewal process
- Work with individual member agencies to identify opportunities to improve operational efficiency and client/participant experience
- Update agency materials as needed
- Collaborate with Agency Resource Coordinator to identify member agency support needs with the goal of expanded member agency food distribution capacity, and improved regional food access
- Collaborate with Food Operations staff and utilize Primarius database to facilitate service, support and respond to member agency order requests, delivery needs, and schedule requests
- Provide customer service to programs to include in-person, phone, fax, email, and Zoom communication
- Conduct online ordering and other trainings with agencies
- Understand and be able to communicate to member agencies (during trainings, network meetings, and monitoring visits) the role The Food Bank and agency partners play in alleviating regional food insecurity
- Provide food safety information and referrals for technical assistance during site visits
- Provide back-up support to ordering system, including customer service follow-up for orders and problem resolution
- Work with Food Distribution supervisor to ensure compliance with Food Bank delivery requirements and expand member agency access to delivery service
- Make referrals to other Food Bank departments, including SNAP, Nutrition, Food Operations, etc., as necessary

Other Responsibilities

- Assist with development, coordination, and distribution of weekly agency newsletter
- Represent The Food Bank at identified network or region-wide food access/community coalitions and meetings
- Collaborate with Agency Relations team, Director of Programs, and other appropriate Food Bank staff to accomplish organizational goals
- Follow all division and Food Bank policies and procedures
- Perform other similar duties as required (by responsibility or necessity) or as requested by Manager

Working Conditions

- 1+ days per week in the office
- Up to 2-3 days per week travel to member agencies all over Western MA (mileage reimbursed)
- Opportunity to work from home on a scheduled basis
**JOB QUALIFICATIONS/ REQUIREMENTS**

Education & Training – Associates Degree or equivalent, experience can count toward a degree; ServSafe manager certification (or obtain within 6 months of hire at Food Bank’s expense)

Experience – 2 years of experience providing customer service, administrative, compliance monitoring, or auditing support

Other skills and requirements
- Conversationally bilingual in English and Spanish
- Demonstrated written and verbal communication skills and ability to communicate effectively in person, on the phone, and by email
- Strong diplomatic and interpersonal skills; demonstrated customer service experience
- Demonstrated ability to develop effective relationships
- Demonstrated attention to detail
- Ability to interpret and enforce rules and regulations
- Data entry skills and ability to learn new software
- Proficient in Microsoft Office or Google suite
- Strong organizational, time management, and prioritization skills
- Ability to work well within a team and to be flexible in a changing environment
- Access to reliable transportation and a driver’s license with a driving record consistent with the Food Bank’s liability insurance

**JOB PREFERENCES**

- Additional relevant work experience
- Experience using online meeting technology
- Food bank experience
- Experience working with, using, or volunteering at a food pantry or meal site
- 2 years of experience working with issues related to hunger and/or poverty or lived experience with hunger and/or poverty
- 2 years non-profit or human services experience
- Experience with underlying causes of food insecurity
- Oral, written, and reading skills in one of the following languages: Russian, Portuguese
- Familiarity with food safety and food storage

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