



Bilingual Agency Relations Coordinator

- Would you like building in-person relationships with food pantries all over Western Massachusetts? (mileage reimbursed)
- Do you have experience in customer service, auditing, administration, or compliance?
- Do you work well independently and as part of a team?

If you answered yes to these questions, this may be the right position for you!

We rely on our agencies and meal sites for a lot of our food distribution and we are seeking a Bilingual (Spanish-English) Agency Relations Coordinator to provide excellent customer service to our agencies while monitoring agency compliance visit our member agencies in all four counties of Western Massachusetts.

The starting pay for this position is \$26.36/hour which includes a \$1.50/hour language differential.

=====**Check out these benefits**=====

- 14 days of paid vacation to start
- 10 paid sick days
- Paid lunch
- Excellent health and dental coverage
- Retirement plan with employer match

To apply, send a resume and cover letter to jobs@foodbankwma.org. We will respond via email and text.

The Food Bank is an equal opportunity employer that celebrates diversity and is committed to an inclusive environment for all its contracted workers, employees, and volunteers.

Here is the job description:

JOB OVERVIEW

Responsible for providing excellent customer service while implementing services and coordinating resources for Food Bank member agencies including compliance monitoring,

customer service, and other general duties pertaining to agencies. Primary responsibility for maintaining agency records and compliance visits to all member programs.

REPORTING RELATIONSHIPS

Reports to: Agency Relations Manager

Supervises: No direct reports

ESSENTIAL FUNCTIONS

Monitoring, Compliance, and Documentation

- Coordinate and conduct site monitoring visits in person at program sites throughout Western Massachusetts, 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/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

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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