

## Second Harvest Food Bank of Central Florida Job Description

Title: **Agency Relations Coordinator**  
Unit: **Agency Relations**  
Reports to: **Agency Relations Manager**  
Labor Grade: **NE-3**  
Date of last revision: **04/05/2016**

Job Group Category: **Nonexempt**  
Direct Reports: **N/A**

### **Position Summary:**

Responsible for tasks related to our recipient agencies including receipting, trainings, logging, recording data, conducting monitoring and site visits, and work on the development ,recruitment and enhancement of agency programs. This Coordinator will serve sub-distributors in Brevard, Osceola, Orange, Lake, Seminole, and Volusia counties.

### **Principal Duties and Responsibilities:**

Provide customer service for, and act as liaison to all agencies in Brevard, Osceola, Orange, Lake, Seminole, and Volusia counties.

1. Will assist in identifying and recruiting sites in high need and underserved areas.
2. Maintain all contracts and agreements for agencies.
3. Conduct yearly and bi-yearly monitoring and verify record keeping for all agencies.
4. Conduct regular site visits and trainings for agencies and agency programs.
5. Organize, coordinate all agency records and paperwork, and provide reports as requested.
6. Help organize and launch other hunger awareness initiatives as assigned.
7. Help organize events and conferences for partner agencies.
8. Generate reports and data on hunger in Central Florida.
9. Perform administrative duties as assigned by supervisor
10. Conduct trainings for agencies.
11. Cross Trained in Agency Relations to monitor all food bank agencies and programs as assigned.

### **Job Specifications:**

1. Commitment to alleviating hunger.
2. Understanding of the USDA commodities program (TEFAP).
3. Associates Degree or 2 years of equivalent experience required.
4. Detail and task oriented with customer service skills.
5. Public Speaking and training experience.
6. Experience with events and special projects.
7. Good time management and organizational skills.
8. Proficient in Excel, Microsoft Word, Excel and data entry.
9. Reliable Transportation, valid Florida Driver's License and ability to be approved as driver for employer.
10. Ability to work evenings or weekends when necessary.
11. Pass pre-employment drug test.
12. Fluency in one or more of the following foreign languages preferred: Spanish, French, and Creole.

### **Competencies:**

- **Anticipation/Proactive Thinking**  
Spends a lot of time anticipating what the future might hold  
Thinks through the future implications of all of their major actions and decisions  
Develops contingency plans
- **Attention to Detail**  
Double checks work for accuracy  
Verifies data or information before presenting it  
Carefully reviews their written work for any mistakes
- **Communication**  
Takes time to walk around and listen to employees  
Uses multiple channels to get messages across to people  
Is effective at determining the underlying meaning in a communication

- **Customer Focus**  
Continually improves processes in order to meet and exceed customer expectations  
Actively identifies internal and external customer needs  
Tries to improve processes by carefully listening to customers
- **Decision-Making Ability**  
Establishes priorities decisively for themselves and others  
Works positively and effectively in highly confused or ambiguous circumstances  
Quantifies the influence that major decisions are likely to have
- **Dependability**  
Maintains “heart” and the courage of their convictions, even when the going is difficult  
Takes responsibility for their own actions  
Meets objectives, targets and deadlines
- **Problem-Solving Ability**  
Helps people understand the facts and data before finding a solution  
Routinely demonstrates and uses a range of problem-solving methods and tools  
Asks probing and incisive questions to help individuals discover cause
- **Time Management**  
Designs time into their day to re-schedule and re-prioritize  
Paces him/herself to meet objectives or deadlines  
Reserves a certain amount of time each day for “drop-in” visitors

**Working Conditions:**

70% travel to agency locations: 30% office environment

**Disclaimer:**

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills of personnel so classified.

**Review/Approvals:**

**Name:**

**Date:**