
JOB DESCRIPTION

Position:	Agency Relations Assistant Manager
Department:	Agency Relations
Type:	Full-Time – Hourly – Non-Exempt
Reports To:	Agency Relations Manager
Pay Range:	\$ 23.00 - \$ 25.00 / Per Hour.

About Food Share of Ventura County:

Food Share is Ventura County’s largest hunger-relief organization feeding 267,000 people with a staff of 41 employees, 3,400 volunteers and a budget of \$9 million to distribute 20 million pounds of food annually. The non-profit organization was founded 46 years ago and is an affiliate member of Feeding America and the California Association of Food Banks.

Food Share Culture:

Every day, a group of talented, passionate, committed, hard-working professionals come together to work on a common goal – to lead the fight against hunger in Ventura County. Specifically, our role is to improve the lives of those in need by providing fresh, nutritious food. Recently named in the 2024 list of Best Places to Work by the *Pacific Coast Business Times*, Food Share’s family of hunger-relief staff and volunteers work together with compassion, commitment, and a shared belief that no one should go hungry in Ventura County.

Job Summary:

The Agency Relations Manager Assistant (ARMA) is responsible for assisting the Agency Relations Manager in the various operations of the Agency Relations department helping to ensure the effective, efficient, and equitable distribution of product to those in need in accordance with Food Share agency/distribution partner agreements, USDA, and Feeding America guidelines. The ARMA will take an active role in assisting the AR Manager in creating, enhancing, growing, and maintaining viable agency relationships countywide.

Essential Functions:

- Maintaining, oversight, and the day-to-day relations between member agencies and the food bank and assist agencies in all trouble shooting and resolution of agency issues.
- Conducting participating agency relations meetings, workshops, and training sessions.
- Help maintain a high level of community satisfaction, including timely responses to community inquiries.
- Screening and orientation of new agencies and their personnel.

- Creating annual monitoring schedule (dates and times) for all sites and performs individual monitoring. Ensures compliance of all agencies in accordance with Food Share agency/distribution partner agreements, USDA and Feeding America guidelines, maintenance and updating of participating agency/distribution partners files in accordance with Feeding America and financial audit guidelines.
- The compilation and collection of demographic data, client information and/or participation numbers from member agencies/distribution partners for Food Share's grant and program uses.
- Updating agency information on agency list, agency card in Primarius and agency email list.
- Assisting Retail Supervisor with recording of poundage on Meal Connect program and assignments of retail pickups while contributing to the creation and implementation of a new in-house retail management program.
- Investigation of agency/distribution partner reporting and recording of any agency related complaints/grievances and consequences.
- Coordinating with warehouse operations regarding restrictions of agencies due to non-reporting.
- Developing cooperative partnerships, programs and projects with local agencies, organizations, providers to better provide improved distribution of food to the hungry in Ventura County which may involve presentations at various locations.
- Collaborating with Food Share Operations Team to provide agency needs assessments and recommendations to help ensure efficient and equitable distribution of services and products.
- Keep updated on all current trends, best practices regarding agency relations policies and procedures e.g. Hungernet, TEFAP rules and regulations, Feeding America policies, and attend available webinars, meetings, and conferences when possible.
- Participation in all recall agency notification procedures.
- Compilation of an essential agency information format with timeline to be considered for implementation of a possibly new agency reporting program e.g. "Insights" requiring planning, training, and the creation of instructional materials.
- Creating informational videos, power points, screen shots, and important notifications for agency warehouse communications.
- Collection of all required forms and processing all requests for agency driver approval to operate our agency vehicles upon verification from Food Share's insurance carrier.
- Responsible for the upkeep and current revisions of all Agency Relations regulation and policy manuals, e.g. Agency Relations Agency Partner Agreements, IRS Guidelines, TEFAP/USDA, and Feeding America.
- Other duties as assigned.

Additional Skills:

- Excellent oral and written communication skills.
- Knowledge of the Microsoft Office suite of software, with particular emphasis on Excel.
- Ability and willingness to learn new programs in a timely manner.



- Must have keen time-management skills and the ability to multi-task.
- Interact well as a team member with Food Share staff and volunteers.
- Ability to take direction, prioritize tasks and submit reports in a timely manner.
- Demonstrate excellent people skills, positive attitude, and problem-solving knowledge.
- Ability to work independently under the direction of Agency Relations Manager.

Job Qualifications:

- Valid CA driver’s license and proof of vehicle insurance.
- Bilingual: English/Spanish recommended/preferred.
- Reliable personal transportation recommended/preferred.
- Some evening and weekend work may be required.
- High school diploma or GED.
- Experience in public speaking with a variety of groups and organizations.
- Demonstrated work success in community relations and customer service skills.

Physical Requirements:

- Must be comfortable working in an office environment for extended periods of time.
- Prolonged periods of sitting at a desk and working on a computer.
- Must be able to access and navigate each department at the organization’s facilities including climbing stairs.
- Must be able to lift up to 50 pounds periodically.

Food Share embraces a philosophy that recognizes and values diversity. Our goal is to attract, develop, retain, and promote a talented, diverse workforce in a culture where all employees contribute to their fullest potential.

The above description reflects the general details considered necessary to describe the principal functions and duties as required for the job and shall not be construed as a detailed description or task list of all work requirements that are inherent to the job. The job description is subject to change, and additional responsibilities may be assigned according to operational needs.

Employee Name (Please Print):	Date
Employee Signature:	