



## **Feeding South Florida - Agency Relations Manager**

POSITION TITLE: Agency Relations Manager  
DEPARTMENT: Programs + Services  
REPORTS TO: Director of Programs + Services  
CLASSIFICATION: Exempt, Full-time

### **POSITION SUMMARY**

The primary objective of this position is to oversee the Agency Relations division of Feeding South Florida's (FSF) Programs + Services department, supervising Agency Relations Coordinators (ARC), serving as the liaison between Partner Agencies (PAs) and Feeding South Florida (FSF) by assisting with the ongoing compliance, capacity-building, and training of PAs including evaluation and general administration of the policies and guidelines of FSF; Feeding America; Florida Department of Agriculture; and Department of Health as they relate to the partner agencies. This position involves the development of new agency and network initiatives that strengthen and align with the overall mission of FSF and its position in the community as a leader of hunger-relief efforts.

### **ESSENTIAL FUNCTIONS**

1. Manage, train, develop and oversee all ARCs, possessing the knowledge and ability to execute all job functions, as necessary.
2. Strengthen the overall PA network with the expansion of current agency capacity, increased number of PAs, creation of an Agency Relations Committee, Environmental Peer Groups, and monthly webinars designed to increase PA knowledge and skills necessary for ending hunger in South Florida.
3. Learn, implement, and manage new software systems such as Primarius, as it relates to Agency Relations; establish MealConnect for PAs and the SDPlus program; training agencies on new software systems.
4. Ensure consistent communication and excellent customer service to the PA network.
5. Expand upon collaborative efforts with the Development and Communications divisions within the Community Relations team to enhance advocacy efforts.
6. Work closely with the Programs Manager to ensure network and program fulfillment of site visits, product needs, and grant requirements, as well as the identification of PAs for program participation and distribution opportunities.
7. Ensure FSF guidelines and policies are met by PAs including: Feeding South Florida guidelines; Feeding America guidelines; Inventory Control and Distribution Procedures; United States Department of Agriculture (USDA) guidelines, and others.
8. Oversee the coordination and execution of site visits with PAs, including annual site visits and as-needed visits to PAs, ensuring visits are conducted in a timely manner.
9. Ensure readiness for any and all audits of FSF regarding agency files and accounts.
10. Ensure timely and accurate reporting including spreadsheets, presentations, and narratives, as needed.

11. Ensure proper planning and execution of any agency-related events including retention and distribution events as needed.
12. Represent FSF in the community, providing excellent customer service and always seeking to improve all PA and other partner relationships.
13. Assist the Leadership Team as necessary.

## **QUALIFICATIONS**

- Bachelor's Degree
- Demonstrated experience with process improvement and efficiency analysis.
- Sound judgment and decision-making skills including the ability to determine what needs escalation to supervisors and what can be handled within one's own ability.
- Sensitivity to diverse populations with the ability to serve people in a compassionate, patient, friendly, and courteous manner, showing sincere interest in people's concerns.
- Ability to take initiative and see projects through from start to finish.
- Strong communications skills, both written and verbal, with comfort and ability to speak publicly.
- Ability to manage time efficiently and to work independently with minimum supervision.
- Ability to lead a team, yet work cooperatively with other staff, volunteers, and agency personnel.
- Experience and comfort with training and teaching others.
- Ability to work under pressure in a fast-paced environment with multiple deadlines and responsibilities, while simultaneously maintaining composure and ensuring excellent customer service.
- Attention to detail, accuracy, and deadlines.
- Strong moral compass with ability to exercise good judgment and discretion.
- Strong computer skills with proficiency in Microsoft Office.
- Strong grammar, spelling, and math skills.
- Positive attitude, flexibility, and good sense of humor
- Possession of a current and valid, Florida's driver's license, liability insurance and a clean driving record, with access to reliable transportation.

## **PHYSICAL DEMANDS & WORKING CONDITIONS**

- Based on OSHA Standards Lifting requirements are 50lbs and when lifting loads heavier than 50lbs, use two or more people to lift the load.
- This position works in a typical office setting. There may be extended periods of sitting, standing and/or bending; listening, talking and/or visual concentration; writing and/or computer use.
- After business hours work is required occasionally throughout the year.
- Frequent travel between tri-county areas using personal vehicle is required.
- Occasional same day, out of town travel for meeting, conferences and special events using personal vehicle and/or public transportation is required.
- Occasional overnight, out of town travel for meetings and conferences using public transportation is required.
- Involves activities in both office and warehouse environments with exposure to the climate and South Florida weather.
- The noise level in the work environment is usually moderate to loud.

Interested and qualified applicants should submit their resume and salary requirements to [careers@feedingsouthflorida.org](mailto:careers@feedingsouthflorida.org). No phone calls please.

### **About Strategic Philanthropy:**

Strategic Philanthropy, Inc. a south Florida based company, was founded on the belief that effective corporate giving can be so much more than simply writing a check to charities and nonprofits who ask for your help or involvement. It is our belief that when a company aligns its charitable giving with a strategic approach and measurable outcomes, the power of giving enhances a company's brand, image and strengthens the relationships and partnerships within the community.

In short, Strategic Philanthropy gets hired by companies to give away their money to nonprofits that meet a company's business goals and objectives. As you can imagine, we have many relationships with the nonprofits in our community. We value all of the programs and services they have to offer and work with them to help promote positions that are available within their organization so that they may find the best talent possible.

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