



AGENCY RELATIONS MANAGER

COMPANY OVERVIEW

Feeding Tampa Bay food bank is a hunger relief organization who feeds the 700,000 hungry in West Central Florida. The Feeding Tampa Bay food bank is committed to building community awareness and creating an efficient food distribution network in a 10 county area.

SUMMARY

The Agency Relations Manager is responsible for the maintaining of the agency relations department by creating and sustaining the relationships and communications with 500 member agencies for distribution of product.

JOB OVERVIEW

Email: rgindlesperger@feedingtampabay.org

Phone: No phone calls accepted

Employee Type: Full-Time, Exempt

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Maintain a consistent agency monitoring schedule and data base.
- Ensure that each member agency is compliant with FTB, state and local regulations.
- Maintains up to date and accurate files of all partner agencies
- Develops and plans new agency relationships to match changing needs in the community.
- Responds in a timely manner to agency questions or requests for information.
- Keeps all agency contact information up to date and accurate
- Assists member agencies with the services and products offered by FTB.
- Orientates agencies with FTB and how to acquire product from the food bank
- Trains agencies on accessing resources at FTB
- Responds to requests made by individuals inquiring about receiving food.
- Develop and maintain a food safety program to ensure that member agencies are properly trained in the fundamentals of food safety
- Oversee the management of agency accounts and manage the agency collection process when needed
- Develop and execute workshops and other training forums as identified in agency surveys, on-site reports and other assignments.
- Facilitate the annual Agency Conference
- Maintain an active agency advisory committee to include recruitment and work plan development
- Maintain the Agency Relations newsletter
- Maintain the USDA TEFAP & USDA CSFP program as it relates to agency relations
- Oversee any research and evaluations of partner agencies
- Assist FTB staff as it relates to the Premier Product Program (PPP)
- Oversee the management of the Mobile Pantry Program
- Represent FTB at meetings or events, perform other related assignments and assist other FTB staff on special projects as required
- Oversee the operation of the on-site pantry at FTB
- Manage and supervise all Agency Relations staff members
- Fill in at Mobile Pantry Events, the Onsite Pantry or other department events when needed.
- Strong communication skills

EDUCATION AND/OR EXPERIENCE

Bachelor's degree or 3 years' experience in human services, business/account sales development. Knowledge of warehouse safety, food and product handling. Excellent oral, written and interpersonal communication skills. Commitment to understanding and supporting FTB's mission. Superior Customer Focus. Ability to work under deadline pressure and manage/prioritize tasks. Strong team player and peer relationships. May be required to work some weekends and/or adjust work schedule to meet deadlines. Exercise good judgment and discretion; strong ethical character capable of handling confidential information. Ability to learn & work in inventory database system CERES and agency ordering system. Ability to work some nights and weekends, outdoors and in low income areas. Ability to travel throughout our 10 county area to conduct site visits. Ability to work independently and responsibly. Ability to work in an environment that will contain variable temperatures and humidity, exposure to dust/dirt. Ability to lift up to 50 lbs. Proficiency in Microsoft office including Word, Excel and Windows environment. Ability to meet deadlines, and interact professionally with all people in a friendly and calm manner. Skills related to accurate input of data. Well-developed interpersonal skills including ability to function well in a multiple-team setting. Strong skills in leadership, problem solving and time management. Strong organizational skills and be able to make tough decisions. Ability to juggle multiple projects with attention to detail and accuracy while adhering to deadlines in a high-energy, fast-paced environment.