

## **Gleaners Community Food Bank of SE MI Job Description**

**Job Title:** Franchise Agency Relations Manager  
**Reports To:** Chief Operations Officer  
**FLSA Status:** Exempt  
**Department:** Operations  
**Last Update:** Draft August 2015

This position is responsible for leading Gleaners' "franchised" food distribution network activities, consisting of traditional pantry operations and new distribution models. Responsibilities include leadership of affiliated pantry operations, initiating/leading active community engagement and outreach, and establishing regular consumer feedback and integrating improvements back into network operations, to enable improved end consumer outcomes at the household.

### **Essential Functions**

1. Ensure professionally-run affiliated pantry operations, including oversight of volunteer engagement/management, food ordering and sourcing, and data administration/reporting, to ensure excellent end consumer experience and support.
2. Lead/direct community engagement and effective outreach efforts in line with affiliated network operational and financial needs.
3. Regularly capture end consumer feedback and integrate into operations to improve end consumer service, experience and impact.
4. Develop and implement documented standard operating procedures for efficient affiliated pantry operations, along with capturing and sharing lessons learned across the affiliated network.
5. Actively manage Partner Distribution Operations (PDOs) relationships to expand community reach/impact.
6. Lead strategic evaluation of underserved communities and explore opportunities to more effectively serve them.
7. Be the voice of the affiliated partner agency network back to the broader Gleaners' team to ensure efficient and effective resource allocation and food distribution to partners and end clients.
8. Represent Gleaners in the community and serve as liaison with community organizations, businesses and other non-profit agencies.
9. Accomplish staff job results by coaching, counseling, and developing employees; planning, monitoring and appraising job performance and results; conducting training; enforcing policies and procedures.
10. Demonstrate and support the Gleaners mission, vision and values throughout all professional responsibilities and activities
11. Other duties as assigned

**Scope of Position:**

Budgetary Responsibility:	Moderate
Personnel Responsibility:	High
Access to Confidential Info:	Moderate
Supervisory responsibility:	High
Donors:	Moderate
Volunteers:	Moderate
Food Partners	Moderate,
Outside Vendors:	High

**Qualifications**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

*Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

**Education/Experience**

Bachelor's degree required.

Previous community engagement experience

**Language Ability**

Excellent verbal and written communication skills, as well as strong interpersonal skills.

**Math Ability**

Ability to add and subtract two digit numbers and to multiply and divide with 10s and 100s.

Ability to perform these operations using units of American money and weight measurement, volume, and distance. High degree of comfort with writing and managing budgets required.

**Reasoning Ability**

Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form. Demonstrated problem-solving and decision-making ability to correct unforeseen issues on the spot during events. Ability to work with volunteers, community leaders, and the public. Ability to multi-task, prioritize and perform under pressure. Ability to adapt to a flexible work schedule is also required.

**Computer Skills**

To perform this job successfully, an individual should have a thorough working knowledge of the Microsoft Office suite of products.

**Equipment**

The position requires operation of standard office equipment including, but not limited to: personal computer, printer, fax machine and telephone.

**Work Environment**

The standard work environment is an office setting with fluorescent lighting and temperature and humidity controlled by air conditioning and heating. The noise level in the work environment is usually low. The employee will occasionally be required to perform duties in a wide variety of settings (e.g. warehouse or industrial environments, outdoors, other corporate settings).

**Physical Demands**

The employee must occasionally lift and/or move up to 35 pounds. While performing the duties of this job, the employee is frequently required to speak, hear, and use hands. Moderate amounts of walking, sitting, or standing are occasionally required. The position may also require intra and interstate travel by automobile, airplane, etc.