

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

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

This position is responsible for leading Gleaners' Agency Relations Team, who manages a network of over 300 non-affiliated partner agencies. Responsibilities include assessment and improvement of Gleaners' current partner agency network through agency operations support/compliance, regular performance review/assessment, leveraging Gleaners' nutrition and empowerment programming, training, and active communications and feedback, to enable improved end client outcomes at the household level.

### **Essential Functions**

1. Manage a professionally-run Agency Relations department, including trained and informed staff, documented operating and training manuals, updated policies and procedures and professional internal and external communications materials.
2. Direct the recordkeeping and filing system of all agency accounts and ensure all activity is appropriately documented.
3. Implementation of documented policies and procedures, along with a robust training and monitoring plan to ensure compliance with Feeding America, federal/state and local food safety and program requirements
4. Lead comprehensive evaluation and categorization of existing agency network to drive operating parameters around performance expectations, food distributions, resource allocation and incentives.
5. Lead development and administration of an active partner agency advisory committee/forum.
6. Ensure timely, effective and professional communications to partner agencies.
7. Be the voice of the 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. Identify unmet community/agency needs and work collaboratively with the broader Gleaners' team to address.
9. Represent Gleaners in the community and serve as liaison with community organizations, businesses and other non-profit agencies.
10. Accomplish staff job results by coaching, counseling, and developing employees; planning, monitoring and appraising job performance and results; conducting training; enforcing policies and procedures.
11. Demonstrate and support the Gleaners mission, vision and values throughout all professional responsibilities and activities
12. 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.