



Position Announcement  
**Director, Agency & Program Services**

Application Dates:

**February 18, 2022 (open) Until Filled.**

*Resumes will be reviewed on rolling basis until position is filled.*

**About Us:**

Since 1981, the Foodbank of Southeastern Virginia and the Eastern Shore, a member of Feeding America™ and the Federation of Virginia Food Banks, has been providing food for hungry people throughout Southeastern Virginia and on the Eastern Shore. In support of our mission, which is “leading the effort to eliminate hunger in our community” - the Foodbank has distributed over 300 million meals throughout our 4,745 square mile service area, which includes the cities of Norfolk, Portsmouth, Chesapeake, Suffolk, Franklin and Virginia Beach as well as the counties of Southampton, Northampton, Sussex, Isle of Wight and Accomack. For up-to-date information on the Foodbank, visit [www.foodbankonline.org](http://www.foodbankonline.org), Facebook, or Twitter.

**Job Description**

Director of Agency and Program Services serves as the key liaison to Chief Operations Officer (COO) on all matters pertaining to the Operations Department. Oversees all aspects of service with partner agencies and programs to close the meal gap across the service area. Develops and executes program design and evaluation. Collaborates with the Director of Operations to achieve internal ending hunger goals and works harmoniously with internal cross-functional teams. This position supports and fosters our deep commitment to diversity and inclusion, which is the foundation for creating a culture of belonging for all personnel.

**Work Hours/Shift:** Monday-Friday, 40 hours/week; some weekend and evening work required for meetings, special events, and out of town conferences as well as responding to issues, outside of normal working hours (e.g., disaster response, community events, etc.).

**Essential Education:** Minimum: A Bachelor’s Degree in related field, Master’s preferred or equivalent combination of education and experience.

**Duties and Responsibilities:**

- Guides Partnership Managers’ work of identification and development of strategic partnerships with current and potential Partner Agencies as well as non-traditional partners to meet identified outstanding needs.
- Oversees intake of new partners and ongoing requirements of Partner Agencies - including food safety, reporting, statistics, member agency guidelines, and monitoring.

- Oversees Mobile Market, Food Rescue, Federal Commodities, Market Place and Children's Feeding distribution programs.
- Oversees Partner Agency Support Coordinators' day-to-day work - including Partner Agency support, Mobile Pantry scheduling, program monitors and order entry.
- Work with Nutrition & Innovation to provide county knowledge and connections as needed.
- Ensures compliance with Feeding America, USDA, federal and local government program requirements.
- Manages compliance funding and tracks spending accordingly.
- Works collaboratively with internal departments to achieve food distribution goals, secure funding, provide needed reporting and data, and ensures continuous process improvement.
- Collaborates with the COO and Director of Operations to plan and execute department budget.
- Maintains a strong service orientation in responding to the needs of all partners in our service area.
- Represents the Foodbank of Southeastern Virginia and the Eastern Shore to various audiences including individual and corporate donors, volunteers, peer non-profits, community groups and meetings.
- Other duties as assigned.

**Supervisory Responsibilities:**

- Directly supervises a team of 5 - 6 managers and coordinators.

**Work Experience:**

Minimum:

- 10+ years relevant experience.
- Note: Experience refers to paid and unpaid experience including volunteer work (e.g., professional, philanthropic, religions, spiritual, community, student, social).
- 5+ years supervisory experience.
- Equivalent combination education and experience is acceptable providing they are comparable in type, scope and thoroughness of position's education and experience requirements.

**Required Skills, Abilities & Certifications/Licenses:**

- Genuine compassion and appreciation for hunger issues and the Foodbank of Southeastern Virginia and the Eastern Shore mission.
- Lead and energize team members.
- Skilled in public speaking, networking, and making connections.
- Communicate in a concise, grammatically correct, and logical manner.
- Superior customer service skills that guide all parties to a desired solution.
- Interacts with persons of various social, cultural, economic and education backgrounds.
- Appropriately present information and data in written, electronic, and oral forms to diverse target audiences.
- Research and coordinate resources, as well as analyze and interpret demographic/geographic/other relevant data sets as it relates to the Foodbank of Southeastern Virginia and the Eastern Shore.
- Determine projected goals and adjust as needed throughout fiscal year.
- Self-starter who can work independently - sets own schedule to utilize time and resources to meet goals most effectively.
- Establishes and maintains cooperative working relationships with co-workers, program partners, and the public.
- Demonstrated knowledge of general accounting and business practices to effectively manage a budget.

- Impeccable attention to detail – including meeting dates, budgets, deadlines and providing information to internal departments.
- Proficient with computer programs including, but not limited to, Microsoft Outlook (email, calendar, and task reminders), Word, Excel, and PowerPoint.
- Effective steward of and organized with time and resources.
- Valid driver's license and acceptable driving record.

**Physical Demands:** While performing duties of this job, the employee is regularly required to when working in the office or warehouse environment:

- The employee must, at times, lift and/or move up to 30 pounds when handling donations, documents and files in a mixed office and warehouse.
- Specific vision abilities required by this job include close vision while working with documents, computer screens, and filing.
- Distance vision (sharp vision at 20 feet or more); peripheral vision, depth perception and ability to adjust focus when operating equipment.
- Use hands and fingers to manage or feel and reach with hands and arms.
- The employee frequently required to stand and or walk for extended periods of time.
- The employee must be able to climb or balance.
- The employee is occasionally required to stoop, kneel, crouch, or crawl.

**Travel Requirements:** Limited travel to various trainings.

**Job Type:** Full-time.

**Pay:** Starting at \$80,000; salary may be higher based on education and experience beyond minimum requirements, industry certifications and licenses.

**Benefits:** Health, Paid Time Off, 12 Paid Holidays, 401K, Employee Development, Scholarship Program.

**To Apply:** Submit an online application at <https://foodbankonline.org/about-us/careers/>.

The Foodbank of Southeastern Virginia and the Eastern Shore is committed to the full inclusion of all qualified individuals. If a reasonable accommodation is needed to complete the application process please contact the employer directly at [orfrecruiting@foodbankonline.org](mailto:orfrecruiting@foodbankonline.org).

*The Foodbank of Southeastern Virginia and the Eastern Shore is an Equal Opportunity Employer. The Foodbank encourages applications from qualified persons of every race, ethnicity, national origin, religion, sex, age, veteran status, sexual orientation, and disability.*