

Job Title: Partner Support Coordinator	Department: Operations	Reports To: Partner Relations Manager
Job Code: OP161	FLSA Status (HR Use Only): <input type="checkbox"/> Salary Exempt <input checked="" type="checkbox"/> Hourly Non-Exempt	Rev. Date: 03/03/2022
Min	Median	Max
\$18.31	\$20.23	\$22.00
Job Step-up Positions:	Partner Relations Manager	Comp Data: 03/03/2022

Position Overview:

The Partner Support Coordinator is responsible for providing excellent customer service to partner agencies, management of new partner agency applications, department onboarding procedure tools, and agency compliance communication and tracking.

Work Hours/Shift: Monday-Friday; work hours vary depending on tasks, meetings, projects, events, etc.; some weekend and evening work required for meetings, special events, and out of town conferences.

Travel: Local and regional travel required. Infrequent overnight travel required for training and conferences.

Duties and Responsibilities:

- Screen applicant agencies for eligibility, provide applications, and review completed partner applications.
- Streamline data management systems to ensure consistency in onboarding procedures.
- Directs the Onboarding and Orientation process for new partners, including coordinating agency setup with transportation and ongoing support.
- Coordinate the development, implementation, analysis and reporting of regularly scheduled partner surveys; update Agency Cards from responses to Annual Agency Surveys; work with Internal and Partner Communications Manager to publish the most current details of agencies partner communications.
- Develop and maintain partner support resources, such as food safety trainings.
- In conjunction with the Partner Relations Manager, assess eligibility of agencies to receive commodity foods, and allocate commodities to ensure equitable distribution for TEFAP.
- Assist in the development, analysis, and implementation of a network framework for an ideal food pantry partner to demonstrate the value of partnership with Foodbank SEVA.
- Work with Programs, Operations, and Development departments to assist in the coordination of special projects.

Foodbank of Southeastern Virginia (referred to below as the "Foodbank") employees are "at-will" employees. Nothing in this Job Description should be construed as creating an express or implied employment contract that will bind either employees or the Foodbank.

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.

- Ensure all partner and program contracts and agreements are up-to-date and in full compliance with Feeding America and government regulations and requirements.
- Prepare reports for data tracking and trend identification (including the NAR, Monitoring Form, Annual Agency Surveys).
- Maintain administrative workflow and efficiency by developing and updating Standard Operating Procedures (SOPs).
- Creates reports for invoices, claims and grant tracking.
- Become a user of Link2Feed for producing data views of network activity for purposes of reporting and analysis.
- Update review-by dates and other data in Ceres following visits; attach copies of related correspondence.
- Identify and contact agencies that do not order for 6 months, making agencies inactive when appropriate.
- Complete and document review of 501(c)3 status and other required checks on partner organizations according to developed SOPs.

Educational Achievement:

- Minimum: High school diploma.

Work Experience:

- Minimum: 1-2 years of progressive experience in nonprofit sector with a demonstrated ability to work with people from a variety of backgrounds, and community outreach planning or related experience.
- Note: Experience refers to paid and unpaid experience including volunteer work (e.g., professional, philanthropic, religions, spiritual, community, student, social).

Required Skills, Abilities & Certifications/Licenses:

- Computer skills: Microsoft Office and ability to quickly learn and master in-house computer software programs.
- Excellent organizational, teamwork and relationship building skills.
- Demonstrated ability to clearly, concisely and effectively communicate orally and in writing.
- Ability to prioritize, meet deadlines and produce results in a fast-paced environment.
- Ability to train or teach others with clarity, flexibility, and organization.
- Able to research and coordinate resources, as well as analyze and interpret demographic, geographic and other relevant data sets as it relates to the Food Bank's service area and network of partner agencies.
- Critical thinking skills to identify strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Ability to manage, supervise and deliver results on multiple projects and activities.
- Valid Driver's License.

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Preferred Skills, Abilities & Certifications/Licenses:

- Food Safety Certificate.

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

This job requires that weight be lifted or force be exerted up to 25 pounds when handling donations, documents and files.

Close vision (clear vision at 20 inches or less) working with documents, computer screens and filing.

Regularly required to talk or hear when communicating with employees and clients.

Use hands and fingers to handle, or feel.

Reach with hands and arms.

General Sign-off: Employees are expected to adhere to all company policies and procedures.

I have read and understand this explanation and the job description.

Employee Print/Signature: _____ Date: _____

Supervisor Print/Signature: _____ Date: _____

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