



I. JOB TITLE: Agency Relations Coordinator

Reports to: Agency Relations Manager
Location: Birmingham, AL
Salary Range: \$
Status: Exempt
Type: Full time

II. JOB FUNCTION: The Agency Relations Coordinator initiates relationships with a distinct purpose of forging long-term partnerships with potential agencies including food pantries, soup kitchens, children’s programs, and shelters. They will strategically identify, recruit, and onboard new partner agencies, especially in underserved areas. The goal is to increase the capacity of the Community Food Bank’s agency network to better serve people at risk of hunger in our 12-county service area. Additionally, a component of this job will be to assist with Agency compliance work.

III. ESSENTIAL JOB DUTIES:

- Works with Agencies and Programs team to identify counties in immediate need of new agency partners.
- Strategically identifies and recruits new agency partners.
- Contacts new partners, inspects sites, and collects and assists with agency applications.
- Creates new agency accounts and files in the Primarius system.
- Maintains up-to-date agency onboarding procedures.
- Assists with site monitoring visits of existing agency partners as needed.
- Leads agency training sessions as needed.
- Assists CFBCA Recall Team with product recall protocols.
- Assists with partner agency events, including Agency Conferences, Agency Advisory Council meetings, mobile pantries and Agency county-level meetings.
- Local travel is required, possibly with personal vehicle.
- Other duties as directed.

IV. ESSENTIAL PHYSICAL REQUIREMENTS AND WORK ENVIRONMENT

Works in office under good conditions. Occasionally subject to traffic hazards while traveling to and from worksites. Ability to lift and/or move up to 40 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, and ability to adjust focus in order to operate vehicles legally. While performing the duties of this job, the employee is regularly required to talk and/or hear. The employee is frequently required to stand, walk, sit, use hands to finger, handle, or feel, reach with hands and arms.

V. QUALIFICATIONS

Bachelor's Degree from an accredited institution of higher learning

Minimum of 3 years of externally-facing customer service.

Experience with public speaking and presentations to diverse audiences.

Valid driver's license and liability insurance.

ServSafe certified, or ability to certify within first 90 days of employment.

Proficiency in Microsoft Office; experience with inventory management software, Google Sites, Google Forms, and Google Sheets a plus.