



## **Job Description**

<b>Job Title:</b>	<b>Agency Relations Coordinator</b>
<b>Classification:</b>	Full Time, 40 hours per week, Non-Exempt
<b>Department:</b>	Programs
<b>Reports to:</b>	Programs Manager

## **Job Summary**

The mission of Montana Food Bank Network (MFBN) is to end hunger in Montana through food acquisition and distribution, education, and advocacy. The Agency Relations Coordinator maintains communication with and provides support for Network Partners of MFBN through outreach, capacity building, and resource development. The Agency Relations Coordinator acts as a liaison between organizations, monitoring sites across the state, and sustaining daily communications between Network Partners, MFBN, and volunteers.

## **Duties and Responsibilities**

- Work in conjunction with and under the direct supervision of the Programs Manager following both specific and general directives.
- Have outstanding customer service skills and exceptional listening skills.
- Build positive relationships between MFBN and its Network Partners through meetings, conference calls, annual forums, monitoring visits, courtesy calls, and training programs.
- Identify challenges and implement solutions in the best interest of Network Partners and MFBN.
- Maintain an exceptional level of communication between MFBN, Network Partners, and resource providers through email, phone, mail, and in person.
- Be willing and able to travel within Montana frequently, and out of state occasionally.
- Conduct biennial monitoring visits to each partner agency (40% travel).
- Understand and implement contract compliance requirements with partners in accordance with Feeding America requirements.
- Facilitate meetings and speak in front of attentive audiences.
- Understand the complexities of Montana's 56 counties and Indigenous Communities.
- Be empathetic to the needs of those experiencing food insecurity.
- Develop, implement, and revise (as necessary) technical assistance and other training/education material for Network Partners.
- Outreach to areas lacking emergency food services to assist in the membership process.
- Assist Network Partners with capacity building efforts.
- Advocate for equity among Network Partners in all aspects of MFBN food distribution programs.
- Monitor Network Partners for compliance and maintain accurate records.

- Update and maintain required agency file records.
- Monitor deadlines and accuracy of all inbound reports collected from Network Partners.
- Work with Montana Fish, Wildlife and Parks (MFWP), and Montana meat processors to administer Hunter's Against Hunger Program. Responsibilities include but are not limited to outreach, training, funding allocation, processing of tags to ensure payment to participating processors, act as the main point of contact and liaison for participating processors, Network Partners, and MFWP.
- Provide partnership and program support to Tribal communities located in the MFBN service area. Work alongside Tribal communities to identify needs related to food security and help identify resources, services, programs and partnership opportunities to help address identified food insecurity needs.
- Create and maintain reports for any grants that require distribution statistics from Network Partners.
- Assist with annual member conferences, conference calls, webinars, and regional meetings as scheduled.
- Contribute to social media content, newsletters, bi-monthly department reports, program surveys, and other promotional tools as requested.
- Edit MFBN's monthly Network Partner newsletter, The Affiliate.
- Obtain ServSafe Manager Certification, ServSafe Instructor Certification, and Proctor Certification.
- Provide technical support to all platforms utilized by partner agencies/programs such as Agency Express, Plentiful, Meal Connect, etc.

### **Skills and Qualifications**

- Be committed to MFBN's mission and vision.
- Comply with MFBN policies and procedures.
- Ability to work with diverse individuals.
- Work diligently to meet deadlines with attention to detail.
- Strong writing ability and excellent interpersonal skills.
- Experience in public speaking or group facilitation.
- Strong organizational and planning skills with the ability to work on multiple responsibilities.
- Take initiative while working as a member of a team.
- Willingness to suggest new ideas and strategies.
- Proficient in Microsoft Office Suite and Google Forms and Docs.
- Perform any additional tasks and duties as assigned.

### **Required**

- Bachelor's degree in Social Work or related field and/or 2+ years of experience in human services or community organizing.
- Proficient typing skills.
- Valid driver's license and insurable.

**Preferred**

- One or more years of experience working on anti-hunger, anti-poverty, or related programs.
- Experience working with nonprofit organizations.
- Individuals with lived experience of food insecurity are strongly encouraged to apply.

**Worksite**

- MFBN's office is located at 5780 Alloy North, Missoula, MT 59808.
- Travel required, primarily in-state.

*Montana Food Bank Network is an equal-opportunity employer.*

*We celebrate diversity and are committed to creating an inclusive environment for all employees.*

*Offer of employment is contingent on the successful completion of a background check.*