

## Rhode Island Community Food Bank

### Job Description

Position Title: Agency Services Department Coordinator  
Reports To: Director of Agency Services  
Status: Full Time, Non-exempt (Hourly)



**Our Mission:** To improve the quality of life for all Rhode Islanders by advancing solutions to the problem of hunger.

**Our Vision:** We envision a state where no one goes hungry.

**Position Summary:** The Agency Services Department Coordinator is responsible for providing quality service to member agencies and for working directly on the Food Bank's existing internal functions and operations. He or she is responsible for ensuring that department administrative policies and functions are current and accurate. He or she provides support to the department with agency trainings and annual events. He or she works as a team member to achieve the goals and objectives of the department and carry out the mission of the Food Bank. The Department Coordinator is responsible for administrative functions of the department and providing back-up support to the team, as well as doing specialized programs as assigned.

### Duties and Responsibilities:

#### 1. TEFAP

- a. Point person for agency TEFAP inquiries, administers all program materials to participating TEFAP agencies and ensures that all documents and materials are current by working closely with the department director and the Federal Programs manager.
- b. Provides one on one technical support to food pantries to ensure full compliance in TEFAP.

#### 2. Administrative

- a. Coordinates the department's annual member agency recertification process with department director and Agency Services manager.
- b. Coordinates the acknowledgement and receipting for agency grants, including but not limited to annual grant allocations for Cultural Competency, Best Practices, and Wakefern Corporation.
- c. Supports the team in maintaining current and accurate agency hard files to ensure compliance with auditors.
- d. Coordinates the scheduling of in-house workshops and orientations.
- e. Creates all new agency accounts in our agency database, maintains accurate agency data, and runs reports and analyzes information as needed.
- f. Assists in maintaining current Agency Services SOP Manual (M7) and Partner Handbook and updates these documents as needed.
- g. Manages department mailings to agencies.
- h. Organizes agency and program surveys and evaluates results as assigned.
- i. Supports department with other administrative functions of projects as assigned.

### 3. Monitoring

- a. Provides as department back up for all agency and program monitoring by conducting on site visits to ensure program compliance.
- b. Coordinates the School Pantry program by conducting annual program monitoring visits, collecting monthly statistics and supports the Agency Services manager in organizing the annual school pantry forum
- c. Provides as department back up for agency and CSFP monitoring by conducting on site visits to ensure program compliance.

### 4. Education and technical support

- a. Coordinates all details of the annual agency conference and the annual meeting.
- b. Supports department in the preparations for agency orientations.
- c. Facilitates and/or participates in community meetings, collaborations, and forums as assigned.
- d. Delivers presentations on Food Banking, agency and hunger related issues.
- e. Promotes and develops progressive community food practices.
- f. Supports the development of written materials, videos, displays, etc.

### 5. Other duties as assigned.

#### Skills and Qualifications:

- A Bachelor's degree and three years related work experience or the equivalent.
- High proficiency with Microsoft Windows and Office environment (Word, Excel, Outlook) and standard office equipment.
- Ability to manage multiple projects with attention to detail deal with interruptions and maintain focus on tasks while producing accurate work.
- Effective problem-solving skills & the ability to assess issues & develop new strategies.
- Ability to communicate effectively when speaking and in writing using standard forms of professional and office communication.
- Experience in customer service & working with social services community organizations.
- Ability to make presentations and develop and deliver reports to a varied audience.
- Ability to work independently and as part of a team.
- Ability to obtain food safety certification.
- Ability to work with people from diverse social and ethnic backgrounds.
- Must be able to pass a criminal background check.

**Working Conditions:** Work is typically performed in an office using computers and phones extensively and out at member agencies and organizations in the community. Regularly drives to sites out in the community. Occasionally walks through the warehouse (to give tours at agency orientations and as needed), and is subject to varying temperatures (exposed dock, coolers and freezers) in all seasons, on occasion. May lift, move and carry objects up to 35 pounds on occasion. If the need arises, works outside of normal working hours and occasional travel may be required. By signing below, the staff member agrees to take full responsibility for the work outlined in this job description.

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Employee Signature

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Date