

Feeding America Riverside | San Bernardino Job Description

Position Title: Partner Services Coordinator – San Bernardino County

Reports To: Partner Relations Manager

Status: Full-Time, Non-Exempt, Hourly \$21-23

Schedule: Monday-Friday 7:00 am – 3:30pm, this position requires availability for occasional weekend and evening events.

Benefits: We offer a competitive and extensive benefits package, including an incremental PTO Plan, 14 paid holidays, and a floating birthday holiday. Medical & Dental insurance plans with the majority paid by the employer.

Summary: The Partner Relations Coordinator holds the primary responsibility of forging and nurturing robust partnerships between FARSB and affiliated non-profit organizations, all the while upholding exceptional standards of customer service. This crucial role involves providing unwavering support to community partners within their designated respective counties and actively engaging with organizations to uphold contractual and safety compliance. A key objective of the Partner Relations Coordinator is to guarantee the efficient, effective, and fair distribution of products to those facing hardships and in need of assistance.

Duties and Responsibilities:

- Conjointly making food available to food-insecure community members in Riverside and San Bernardino Counties while developing community awareness and upholding Food Bank values.
- Act as liaison between the Food Bank and San Bernardino County Community Partners – county-specific and out-of-county approved affiliate partners, by promptly responding to Partner inquiries, requests for information, and complaints to ensure all questions are satisfactorily answered, all requested materials are sent, and orientation trainings are scheduled.
- Efficiently conduct site visits to monitor Partner facilities, ensuring compliance with food safety and Feeding America's regulations. Track and schedule visits to ensure timely completion and accurate documentation of inspection data.
- Conduct partner site visits to deepen relationships, strengthen communications, and provide feedback on programming.
- Monitor, maintain proper oversight, and/or provide assistance for all other partner-related programs and services, such as, but not limited to, Mobile Pantries, College Pantries, Partner Newsletters, grant-funded projects, etc.
- Collaborates effectively and efficiently inter-departmentally within the food bank.

- Allocates available resources based on knowledge of the programs. Inform Partners of available resources and determine appropriate distribution to ensure efficient use of Food Bank resources. Monitor the use of those resources by Partners and conduct follow-ups when necessary.
- Maintain and update both electronic and hardcopy records, files, databases (Total YTD spreadsheet), etc., that pertain to affiliated partners, such as, but not limited to, statistics, Partner Update Form, recordkeeping, etc.
- Provide information and referrals for individuals in need of assistance who call or come to the Food Bank to address their needs.
- Develop and maintain cooperative partnerships with other local organizations, other nonprofit organizations, and government organizations to better serve regional needs collaboratively.
- Participate, lead, and support continued training for our partners in various areas, including but not limited to food safety, Partner orientation, county network meetings, and the annual Partner Conference.
- Be ServSafe certified within the introduction period, for knowledge awareness, food safety, and handling standards.
- Perform general duties, including but not limited to copying, faxing, mailing, phones, filing, and emails.
- Performs other tasks as assigned by the Partner Relations Manager.

Other Duties Include:

- Actively participate in scheduled Membership Committee and collaborative network meetings.
- Network with other social service and food assistance organizations by attending meetings, making referrals, and speaking at events to ensure greater Food Bank awareness of issues and visibility.
- Attend conferences, workshops and other related events to promote continuous quality improvement of Partner Relations.

Qualifications:

- Bilingual English/Spanish is desired
- High School Diploma or GED
- Self-starter with the ability, confidence, and good judgment to move projects forward with minimal supervision from direct Supervisor.
- Time management and organizational skills. Proficient in handling multiple tasks and timelines.
- Flexible and adaptable to change. Understands that non-profit work is constantly evolving and is comfortable with shifting priorities
- Displays strong communication and team player skills

- Displays a clear understanding of professional behavior and etiquette
- Meets or exceeds goals, or diligently works to course correct when needed
- Advanced relationship-building skills
- Ability to work with people of diverse backgrounds.
- Experience working with a non-profit program or equivalent
- Computer proficiency in Microsoft Office: Word, Excel, Outlook, and PowerPoint

Physical Demands/Environmental Factors/Organization Requirements

- Ability to lift 25 pounds to carry equipment and supplies as needed
- Driving throughout San Bernardino County to visit partner distribution locations
- Valid Driver's License and Insurance
- Extended periods of sitting while working on a phone and computer
- Indoor office environment and indoor warehouse environment with moderate noise at the food bank location

The above statements are intended to describe the general nature and level of work performed, rather than to be an exhaustive list of all duties, responsibilities, and skills required for the position. The position duties may be changed at any time at management's discretion. This position description is not intended to create contractual obligations of any kind.

To perform this job successfully, an individual must be able to perform each essential job function satisfactorily. The abovementioned requirements represent the knowledge, skills, and/or abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

Feeding America Riverside San Bernardino is an Equal Opportunity Employer.
Underrepresented groups are encouraged to apply.

**To apply, please send your resume and cover letter to HR@feedingamericaie.org.
When emailing, please put the job position in the subject line.**