



Job Description

Job Title: Agency Relations Specialist
Department: Agency Relations & Program Services
Reports To: Agency Relations Manager
FLSA Status: Non-Exempt, Hourly
Last Revised: 12-05-2017

SUMMARY: This position is provides agency and administrative support in all areas of UFB Agency Relations.

ESSENTIAL DUTIES AND RESPONSIBILITIES include, but are not limited to, the following:

Agency Services Operations:

- Conducts regular monitoring and audit visits of agencies to educate on best practices and regulatory compliance. Acts as a resource to agency partners to obtain compliance and optimal agency distributions.
- Maintains Agency files and documentation in keeping with Arizona Department of Economic Security and Feeding America contract standards.
- In conjunction with Agency Relations Manager operates United Food Bank (UFB) Mobile Distributions and coordinates with local volunteers
- Responsible for sending Food Recall notices
- Leads the standing order process; communicate updates to warehouse and agencies
- Assists with Agency Conferences and any service requests
- Delivers Agency communications regarding UFB closures, TEFAP menu, FEMA menu, and any bonus items
- Be the primary contact for the UFB Citrus Gleaning Program
- Supports UFB in any special projects
- Supports use of Link2Feed with agencies and mobile distributions
- Generate and maintain an atmosphere of openness and creativity conducive to the growth, expansion, enhancement and responsiveness of UFB to its member agencies

Qualifications:

- Associate's degree (A.A.) or equivalent from two-year college or technical school; two years related experience and/ or training; or equivalent combination of education and experience.
- Excellent verbal and written communication skills including the ability to communicate effectively with people of diverse backgrounds.
- Excellent time management and organizational skills

- Critical thinking skills to review, assess and implement agency best practices and new regulations
- Ability to make public presentations or conduct small group training
- Ability to analyze situations and apply problem-solving techniques
- Ability to work under pressure and meet deadlines
- Professional demeanor and demonstrated excellence with the ability to work cooperatively across all levels of the organization
- Ability to travel overnight, as needed, for organizational business
- Must have food handlers card and ability to acquire Serve Safe Certification
- **Ability to keep interactions with agencies confidential**
- **Ability to be added to UFB auto insurance**

Language Skills: Ability to read, analyze, and interpret general business practices, technical procedures, or governmental regulations. Ability to write reports and business correspondence. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

Mathematical Skills: Ability to calculate figures and amounts such as sum totals, percentages, space and volume. Ability to apply concepts of basic algebra and geometry.

Reasoning Ability: Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability deal with several abstract and concrete variables.

Computer Skills: To perform this job successfully, an individual should have knowledge of all Microsoft Office products including spreadsheet and word processing software. Ability to learn in-house database and reporting systems

Competencies:

- Values Focused – emphasizes organizational values in their work activities and inspires co-workers to follow their lead.
- Analytical – synthesizes complex and/or diverse information.
- Problem Solving – makes timely and sound decisions based on logical presumptions that reflect factual information; prioritizes work tasks, goals and objectives; considers confidentiality of information before sharing with others.
- Oral Communication – speaks clearly and persuasively in positive or negative situations, demonstrates group presentation skills and conducts meetings.
- Planning/Organizing – prioritizes and plans work activities, uses time efficiently and develops realistic action plans.
- Safety and Security – actively promotes and personally observes safety and security procedures, and uses equipment and materials properly.
- Motivation - Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles; Measures self against standard of excellence; Takes calculated risks to accomplish goals.

- Planning/Organizing - Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Organizes or schedules other people and their tasks; Develops realistic action plans
- Professionalism - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.
- Quality - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.
- Quantity - Meets productivity standards; Completes work in timely manner; Strives to increase productivity; Works quickly.

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The employee must occasionally lift and/or move up to 30 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, and ability to adjust focus. While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel and talk or hear. The employee is occasionally required to stand; walk and reach with hands and arms.

Required Training:

- UFB Policies and Procedures
- CERES training
- ServSafe Manager Certification (5 Year Renewal)
- Civil Rights Training (Annually)
- DES/TEFAP training (Annually)
- TEFAP Policy & Procedure Manual (Annually)
- CSFP & TEFAP Regulatory Updates (Annually)
- AZ DES Hunger Relief Program (Annually)
- DES Contract (as Renewed)
- Feeding America Contract (as Renewed)

The above job description is not intended to be an all-inclusive list of duties and standards of the position. Incumbents will follow any other instructions, and perform any other related duties, as assigned by their supervisor.