



## **Heart of Alabama Food Bank Position Description**

**Position:** Partner Services Coordinator  
**Reports to:** Director of Partner Services  
**Pay Range:** \$36,150 - \$49,176  
**Status:** Non-Exempt Salary

### **Description**

The Partner Services Coordinator serves as a liaison between HAFB and its partners as it relates to HAFB programs and services. This position plays a lead role in ensuring and monitoring membership status and compliance as well as identifying and onboarding new partner agencies. Additionally, this position coordinates with partner agencies in the implementation of all HAFB programs.

### **Duties and Responsibilities**

Fosters existing partner agency relationships to improve customer experience and impact on the community

Identify communities where distribution is minimal or non-existent to establish agencies and other opportunities for food distribution in underserved communities

Recruits, trains, and develops partner agencies to create greater means of program distribution

Connect with current Partner Agencies that are low-service or inactivated to gauge issues and develop avenues for improvement, growth, and reactivation

Identify established Partner Agencies' willingness and ability to increase capacity in line with our expansion efforts

Cultivates positive relations with partners to project a culture of support

Provide technical assistance and training to agencies to streamline their processes

Maintains detailed records on all member agencies and ensures compliance with the established criteria for participation in the Heart of Alabama Food Bank system

Works cooperatively with members of the operations team to ensure efficient distribution of product to partner agencies and their clients

Assists new agencies with the application process, performs site visits, and leads orientation and training sessions

Plays a key role in the organization and production of the annual agency conference

Receives and evaluates potential agency compliance issues and brings them to the attention of the Director

Becomes the subject matter expert for the organization relating to the program(s) assigned

Ensures compliance with all regulatory requirements for government-funded programs including timely submission of all reports, including data collection and entry as required

Cross-trains with other program coordinators so that each coordinator obtains a working knowledge of each program administered by MAFB

Other duties as assigned

### **Qualifications**

Bachelor's Degree preferred with a minimum of two years administrative experience  
Professional, dependable, conscientious, and willing to work with others in a team  
Must be capable of multi-tasking and be willing to accept additional duties as assigned  
SERV Safe for Manager certification desired; may be completed post-hire  
Sound verbal and written communication skills including professional phone etiquette  
Ability to deliver presentations/public speaking skills desired  
Ability to perform basic math functions  
Intermediate level proficiency with MS Outlook, Word, and Excel  
Must be able to work independently without close supervision, be flexible, able to work past scheduled time on short notice and able to meet deadlines  
Must possess the ability to work under rapidly changing circumstances yet remain tactful and professional

### **Physical Requirements**

The demands described here are representative of those that must be met by an employee to successfully perform the functions of this job. Reasonable accommodation may be made to enable individuals to perform the tasks outlined in this job description.

The position operates primarily in an office setting within the Food Bank. This position requires sitting at a desk for long periods of time and involves extensive computer work with frequent interruptions. Vision abilities required include close vision and the ability to adjust focus. Routine travel to functions and special events is normal. Occasionally, may be required to respond to organizational needs outside of normal working hours. The employee may be required to walk, stand, push, pull, lift, bend, and carry objects up to 30 pounds. With forklift traffic in the facility and product stacked and stored throughout, this position requires someone who is mobile and who can hear and watch for traffic and normal hazards of a warehouse environment. Occasionally, conducts work in an external environment that requires driving.

**My signature indicates that I understand my duties and responsibilities and intend to adhere to all of the requirements of this position fully. If at any point I fail to understand what is required, I will seek to gain clarity from my chain of command.**

Print Name: \_\_\_\_\_ Date: \_\_\_\_\_

Signature: \_\_\_\_\_