

FEED MY PEOPLE FOOD BANK

Job Description

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| Position: | Partner Relations Specialist |
| Reports to: | Partnership Manager |
| Status: | Non-exempt |
| Last updated: | November 2022 |

This job description reflects current responsibilities. Duties are fluid based on board directive which is guided by strategic plans and best utilization of staff skills. Feed My People is an EOE.

Position Summary:

This position supports the mission of Feed My People (FMP) to reduce hunger in west central Wisconsin by supporting the growth and success of FMP's partner agencies and programs. The employee will work as part of a team supporting innovative programs and distribution channels to better serve children, youth, seniors, and all those who struggle with having enough food. The position offers the opportunity for professional growth while making a difference in the lives of many in our community.

Specific tasks include:

- Provide support to agencies and partner programs responding to questions on product ordering, delivery routes, inventory, invoicing, discrepancies and returns, and other requests for information.
- Maintain the P2 Inventory system including keeping agency and program information up-to-date, posting product pictures, and using features to educate and promote products to agencies.
- Handle receipt and maintenance of monthly statistics for agencies and direct programs; submit statistics to Second Harvest Heartland, as requested. Analyze and summarize distribution and ordering statistics to improve understanding of trends and needs.
- Handle receipt and maintenance of monthly statistics for food rescue; communicate with agencies and food rescue partners to troubleshoot issues, work to create new relationships with food rescue stores and partners.
- Handle weekly aspects of the Weekend Kids' Meal program and the Pop-Up Pantry program.
- Communicate with partners in areas including food credits, food safety compliance, route adjustments etc.
- Work with the Partnership Manager to analyze food insecurity and current resources throughout service area to determine pockets of need. Brainstorm and prioritize solutions with the team.
- Assist with planning educational gatherings, phone calls, newsletters, and other communication with agency partners.
- Provide ongoing support to Partnership Manager as needed.
- Back-up front desk operations as needed.

Other

- Articulate and promote the mission of Feed My People
- Provide cross-staff support, as needed
- Promote team culture in all working relationships with staff and volunteers
- Other duties as assigned

Job Specifications

- Experience working with community based, nonprofit organizations
- Previous experience in organizational development desirable

- Effective customer service skills (exhibit objectivity, calmness, and helpfulness); excellent interpersonal and relationship skills
- Ability to perform detailed work related to record keeping
- Excellent problem solving and self-management skills
- Professional written and oral communication skills
- Intermediate Microsoft office programs and computer skills
- Valid driver's license, safe driving record, and current personal vehicle insurance
- Ability to use personal vehicle for FMP business
- Trained in safe food handling, after hire

Behavioral expectations

- Demonstrate the ability to respond with a high degree of urgency to the needs & requests of others, internally and externally.
- Maintain constructive relationships and demonstrate respect for everyone contacted
- Accurately provide and receive information in oral and written communications.
- Consistently provide ideas, opinions, or information in an articulate, positive, professional way.
- Actively listen to others and demonstrate understanding of other points of view
- Willingly adjust to changing conditions or priorities
- Work to create an effective relationship with staff members at FMP