

JOB IDENTIFICATION

Title:	Agency Services Coordinator	Payroll Type:	Non-Exempt
Reports To:	Director of Agency Relations	Work Status:	Full Time
Prepared By:	Patty Cortellini	Prepared Date:	August 5, 2021

JOB SUMMARY

Supports the activities of the Director of Agency Relations coordinates select activities related to managing Hunger Relief partner agencies.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

Maintaining weekly partner agency schedules and the production schedule for the Hunger Relief department.

Maintains coordination and accuracy of daily meal delivery tickets and tags.

Creates and maintains Truck Book Manuals for the volunteer drivers.

Creates the weekly bread/dessert list and trains the bread volunteers in the process.

Conduct site visits and ensure compliance with Second Helpings policies with designated partner agencies.

Working knowledge of CACFP program (Childhood and Adult Care Food Program). Maintains the CACFP paperwork (attendance sheets, past menus, meal & bread tags, etc). Manages the CACFP bread criteria and list for the volunteer bread sorters.

Oversees the Food Safety Guidebook accuracy and assembly.

Assist in maintaining partner agency files and ensure their completeness and required documentation.

Assists in developing current holiday schedules for meal preparation and delivery.

Maintain an open channel of communication with partner agencies and Second Helpings staff, volunteers and students.

Provide additional coverage for Director of Agency Relations when necessary.

Provide assistance in other areas as requested and when time permits.

CORE COMPETENCIES

To perform the job successfully, an individual should demonstrate the following Second Helpings core competencies:

Customer Service: Responds promptly to customer needs and resolves conflict appropriately; treats others with respect; responds to requests for service and assistance; meets commitments; communicates effectively.

Teamwork: Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes constructive feedback; contributes to building a positive team spirit; puts success of team above own interests; supports everyone's efforts to succeed

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by assisting colleagues willingly and by meeting commitments; able to build morale and group commitments to reach goals and objectives.

Reliability: Keeps absenteeism and tardiness to a minimum; ensures work responsibilities are covered when absent; manages time effectively to meet schedules.

JOB REQUIREMENTS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE

College degree preferred or equivalent business/educational experience.
Valid Indiana Operators driver’s license and a documented safe motor vehicle report required. Must be able to successfully complete ServSafe certified food handling program.
Experience in the food service industry a plus; however not necessary.

KNOWLEDGE, SKILLS, ABILITIES

Must possess good communication skills. Must have the ability to take and give directions well. Must be able to work independently and under pressure. Must love to work with people of all backgrounds, cultural groups and economic levels and be friendly and outgoing.

Strong computer skills with experience in database management, Teams, Excel, and Word processing documents. Must have excellent oral and written communication as well as organizational skills. Must be detail oriented and have the ability to handle multiple tasks.

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form.

PHYSICAL DEMANDS AND WORK ENVIRONMENT

The physical demands and work environment characteristics 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.

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

The noise level in the work environment is usually moderate.

SIGNATURE SECTION

CEO: _____

Approved Date: _____

Supervisor: _____

Received Date: _____

Acknowledged by:

Employee Initials: _____ Review Date: _____
Supervisor Initials: _____ Review Date: _____