



Georgia Mountain Food Bank
JOB DESCRIPTION

POSITION TITLE: Agency Services & Program Associate

STATUS: Full-time Non-Exempt

REPORTS TO: Agency Services & Program Coordinator

Purpose:

The Agency Services & Program Associate will report to the Agency Services and Program Coordinator of the Georgia Mountain Food Bank and will be an integral part of the daily operations, acting as a liaison between member agencies and the Food Bank, ensuring efficient, effective, and equal distribution of food and resources to those we serve.

Duties and Responsibilities

- Working as a liaison to member agencies, conducts site visits to observe operations and review documentation to ensure compliance with Atlanta Community Food Bank and Feeding America guidelines, as well as local and state government bodies. Tracks, schedules, and conducts annual monitoring visits.
- Documents each agency visit/inspection with a narrative written report.
- Respond promptly to agency calls, requests for information, and complaints to ensure all questions are satisfactorily answered, all requested materials are sent, and trainings are scheduled.
- Maintain accurate records by reviewing updating and maintaining the Food Bank's agency database and maintaining updated information in member agency files for the efficient, ongoing operation of agency relations.
- Maintain an active agency advisory feedback system regarding current agencies.
- Work cooperatively with other staff members to ensure efficient distribution of products to member agencies and their clients, including the posting & distribution of inventory lists.
- Perform other duties as assigned.

Skills, Education, and Experience:

This position requires a flexible, detail-oriented person with strong facilitation skills, strong ability to work independently as well as a team member. Compassion and commitment to the cause, along with strong "people skills" is a must.

- Four-year degree or equivalent work experience; Three years work experience in social service setting.
- Ability to work positively and professionally with people of diverse experiences and backgrounds.
- Demonstrated ability to analyze, deduce, problem solve and see the "whole picture" when making decisions; ability to manage multiple projects.
- Ability to interpret, adapt and apply guidelines and procedures.
- Proficient in Microsoft Word, Excel, Outlook and email; experience in accounting or inventory software programs a plus.
- Excellent verbal and written communication skills, strong organizational & planning skills.
- Valid Driver's License and a personal vehicle

- On-site monitoring may require walking up and down stairs
- Ability to safely lift and carry 30 pounds; some physical labor required.

This is a full-time position with benefits. Job description may be modified to reflect changes in the functions of the position or requirements.

Persons performing this job may work with individuals performing community service. The Georgia Mountain Food Bank does not tolerate harassment on any characteristic protected by law.

The Georgia Mountain Food Bank has a strict “No Weapons” policy and strictly enforces a no-violence policy in the workplace.

Work schedules may vary depending on the needs of the Georgia Mountain Food Bank and may require working weekends, holidays and evening hours.

The Georgia Mountain Food Bank reserves the right to revise this job description at will.

This job description in no way represents a contract of employment.

Employee Signature: _____ **Date:** _____