

OUR EXCITING OPPORTUNITY

Community Action Partnership has an exciting opportunity for

Agency Relations Coordinator

The Agency Relations Coordinator will assist with the daily operations of the Agency Relations Department, which operates within the OC Food Bank and Community Action Partnership of Orange County (CAP OC). This role involves serving as a liaison between the OC Food Bank and our partner food agencies. This position plays an important role in emphasizing the development and implementation of program procedures that align with the goal of building sustainable support to impact the lives of hundreds of residents. It is crucial within the Community Action Partnership of Orange County's initiatives.

WHO WE ARE

Born out of the War on Poverty more than 50 years ago, Community Action Partnership Orange County (CAP OC) is a trusted resource for Orange County community members who face obstacles such as food insecurity, unemployment, economic turmoil and more. We walk alongside the people we serve, and we act to meet immediate needs without delay. Our programs help empower people to improve their lives and their communities. We see poverty as an unacceptable reality for our neighbors and rally with key partners to help facilitate change.

CAP OC hires professionals who support and embody the following **EPIC** values:

Going above and beyond in every interaction and activity we undertake. We strive for **EXCELLENCE** in service, keeping a pulse on the most up to date innovations within our industry. Together we continually assess and improve the way to work and enhance the strategies we utilize to meet the needs of our community.

Reaching our goals by working collaboratively with each other and our community. We are working to do the things that have not been done empowering families and individuals to financial independence, breaking the cycle of poverty, creating financial equity, combating food insecurity, and establishing healthy and energy-efficient living conditions for all through social innovation. All of this takes **PROACTIVENESS**, and an intrinsic motivation that drives us to go above and beyond to create cutting-edge trends and program designs. We have the will and the energy and won't stop until the needs of our underserved community no longer exist.

We are a team of high **INNOVATION**. We value the work we do; the people we serve; and treat each other with respect and kindness. We also have an environment of engaging in social economic justice by sharing of ideas and not afraid to try new things that increases our educational capacity. We think outside of the box, and challenge prevailing assumptions about issues of poverty.

Reaching our goals by working in partnership with each other and our community. The work we do is deeply rooted in the **COLLABORATION** we have with our community and its citizens. We care about the legacy of community action partnership and go above and beyond to ensure we support each other in bringing forth the services and resources that will positively change generations forever.

We have remained true to our mission *“We seek to end poverty by stabilizing, sustaining and empowering people with the resources they need when they need them. By forging strategic partnerships, we form a powerful force to improve our community.”*

VALUES

In addition to our EPIC values our external values are as follows:

Leadership

We are guiding critical shifts in how people think and act to address the root causes of poverty

Collaboration

We bring together all capable partners to achieve transformative results

Trust

For over 50 years, the community has counted on us to empower those in need

Compassion

We treat each person we serve respectfully and with great care

Justice

We are passionate about advocating for those living in poverty and creating equity throughout the region

WHAT YOU WILL ACCOMPLISH IN THIS ROLE

Under close supervision of the Agency Relations Manager, the Agency Relations Coordinator in the Food Programs will work directly with representatives of feeding organizations to enhance their ability to respond to their customers' needs. Also provide back-office support in Food Bank operations.

Selected candidate must be bilingual in English/Spanish in both written and oral forms.

The salary for this position is \$23.00 - \$24.00 per hour.

This position works on-site, a remote or hybrid schedule is not available.



ROLES AND RESPONSIBILITIES

- Support daily administrative tasks for the Donated and TEFAP (The Emergency Food Assistance Program) Programs as required. Serve as the primary contact for inquiries about these programs, offering excellent customer service and presenting a positive, professional image of the Food Bank to partner agencies.
- Completes weekly and monthly reports for the Agency Relations Food Programs as required.
- Communicates closely with the Warehouse Team involved with the Donated and TEFAP Program.
- Assist and coordinate with partner agencies on Donated and TEFAP (The Emergency Food Assistance Program) delivery needs.
- Receive applications from prospective Food Bank partner organizations, conduct site visits and compliance reviews, and orientate new partner agencies.
- Coordinate efforts with warehouse personnel to communicate timely information regarding inventory availability to partner agencies.
- Maintains information, records, and files. Prepares statistical or other types of reports for the Reach and Resilience Project or any other reports related to the Agency Relations Food Programs umbrella.
- Maintain a database of partner organizations.
- Provide technical assistance and training in developing feeding programs.
- Develop effective collaboration among member agencies.
- Consistently provide excellent customers service in a manner reflective of the spirit of the Agency's Mission, Vision, and Promise.
- Other duties as assigned.

THE IDEAL CANDIDATE HAS KNOWLEDGE AND EXPERIENCE IN

- EPIC standards, values and upholding the EPIC pillars while demonstrating a positive attitude towards all participants, colleagues, management, and community.
- Develop effective collaboration among member agencies.
- Planning and organizational techniques to develop and implement action plans. Working efficiently with demanding time constraints.
- Record keeping principals and methods.
- Must have English communication skills.
- Be familiar with Community, Public and Non-profit resources.
- Maintains information, records and files. Prepares statistical or other types of reports in accordance with pre-determined forms and procedures.
- Coordinate a variety of activities with other Senior Managers
- Be fluent verbal and written English language skills and mathematical skills sufficient to create, compose, or compile information and data for reports or presentations. Familiarity with Microsoft Office, WORD, EXCEL, POWERPOINT and ACCESS as well as Windows XP a plus. Position requires computer literacy and use of portable devices including PC Notebook, Printer, PowerPoint Projector, Cell Phone and Copier.
- Possess a valid California Driver's License with a driving record that meets minimum standards established by Community Action Partnership of Orange County insurance

carrier, proof of vehicle insurance, access to a vehicle and willingness to drive/travel when required.

- Must be able to work outdoors in varying temperatures and weather conditions.
- Must be able to lift up to 40 lbs.
- Bending, stooping, reaching, pulling, pushing, standing, kneeling, sitting, twisting, turning, walking, and bending at the waist may be physical requirements of the job.
- Work weekends/evenings/holidays when or if needed.

EDUCATION AND EXPERIENCE

Required: 1-3 years or more related experience, with High School diploma or equivalent education and/or experience. **Preferred:** Bachelor's Degree and/or 3-5 years equivalent work experience.

TRAVEL

Possess a valid California Driver's License with a driving record that meets minimum standards established by CAP OC insurance carrier, proof of vehicle insurance, access to a vehicle and willingness to drive/travel when required.

Typically, travel is local during the business day to/from CAP OC locations and incumbent will use personal vehicle. Possible travel may be during evening hours and possible out-of-the-area and overnight travel.

PHYSICAL DEMANDS

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.

While performing the duties of this job, the employee is regularly required to bend, stoop, reach, pull, push, stand, kneel, sit, twist, turn, walk, bend at the waist, talk and hear, vision abilities include close vision, distance vision, color vision, ability to adjust focus, prolong manual dexterity of wrist and fingers, and prolong computer work. The employee must regularly lift and/or move objects up to twenty (20) pounds. Employee may be called upon to work outdoors in varying temperatures and weather conditions.

MEDICAL EXAMINATION AND BACKGROUND CHECK

A medical examination is required of each new employee whose physical condition must meet the minimum requirements prescribed for the position. In addition, prospective employees must pass a pre-employment physical, drug screen, Live Scan and background check. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

THE PROMISE OF COMMUNITY ACTION

Community Action changes people's lives, embodies the spirit of hope, improves communities, and makes America a better place to live. We care about the entire community, and we are dedicated to helping people help themselves and each other.

HOW TO APPLY

Please Apply at Community Action Partnership of Orange County's website at www.capoc.org.

