

**Feeding America West Michigan**  
**JOB DESCRIPTION**  
**JOB TITLE: Agency Partnerships Manager**

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**REPORTS TO:** Chief Impact Officer

**Reporting to the Agency Partnerships Manager:** UP partnerships coordinator, agency partnerships coordinator, agency partnerships specialists, SW partnerships specialist, and others as needed.

**GENERAL DESCRIPTION:**

Lead food bank outreach and collaboration with all agency partners. Manage work of staff related to these partnerships across the food bank's 40-county service area. Communicate food bank priorities and resolve disputes with agency partners. Coordinate with operations staff regarding current and future food sourcing and distribution. Maintain files, records, and agreements with partners. Analyze data and compile reports related to these activities. The workday will be primarily on-site at the food bank's office and warehouse in Kentwood and in the field with various agency partners.

**Essential Job Functions:**

- Lead all food bank activities related to agency partners.
- Recruit agency partnerships strategically to improve local adequacy of service to our neighbors in need.
- Manage staff through goal setting, field work, and annual performance reviews related to outreach, monitoring, and engagement with agency and retail partners.
- Train partners and staff on food bank standards and agreement requirements.
- Maintain agency records and agreements in easily accessible digital files.
- Conduct agency partner conferences, assessments, and segmentation to strengthen partnerships and operational practices in the best interests of neighbors.
- Develop outreach and communication strategies and materials to improve agency partnerships around food bank programs and services.
- Investigate and resolve all complaints from and about agency partners related to food bank, Feeding America, and government specifications including the suspension and termination of unsuitable partnerships.
- Address day-to-day issues regarding logistics, monitoring plans & schedules, new accounts process, account management, and agency orders.
- Oversee agency invoices related to past dues, grants, credits, and partner questions.
- Conduct agency partner monitoring and account management.
- Cooperate with departmental managers regarding partner engagement related to core work, initiatives, and data analysis.
- Collaborate with all food bank departments regarding the execution of the mission.
- Locate and define new process improvement opportunities.

- Participate in network conversations with other food banks, the food bank council, state officials, and Feeding America national office.
- Contribute to necessary reporting to Feeding America and other partners.

**This list is not all-inclusive, and other duties may be assigned.**

**Professional Requirements:**

- Possess education or related experience demonstrating skills in community relations, personnel management, and critical analysis.
- Work or volunteer experience in the charitable food system.
- ServSafe Manager Certification (in possession or achieved within 30 days of employment).
- Experience in program management and/or agency relations.
- Professional service in management or leadership.
- Self-motivated to meet individual and departmental objectives.
- Possess curiosity and ambition to ask questions and find answers.
- Sound oral and written communication skills.
- Adept at constructing and executing public presentations.
- Skilled in collaboration on team projects.
- Mindful of issues related to diversity, equity, inclusion, and justice.
- Proficiency in speaking languages in addition to English is preferred.
- Maintain and adhere to Feeding America Core Values as stated below.

To apply, please email a cover letter and resume to Chief Impact Officer Joseph Jones at [JosephJ@FeedWM.org](mailto:JosephJ@FeedWM.org). No other means of application will be accepted or reviewed.