

## **Programs Coordinator**

The Programs Coordinator is responsible for maintaining existing partner agency relationships, strategically identifying new partner agencies, and gathering feedback to improve PBCFB's programs and service to its partner agencies. PBCFB's focus is on using a team-based approach to implement innovative ideas that will help us better support our partner agencies and our community.

### **Responsibilities:**

- Manages and enforces partner agency expectations and parameters
- Identifies partner agencies to build on and new external partners to recruit for participation as PBCFB partner agencies
- Guides partner agencies through the new partner agency application and orientation process
- Collects and records data to inform programmatic outputs and outcomes
- Works with Food Resource Coordinator to purchase food for F4OK and ND that is nutritionally sound and in line with program expectations and provides recommendations for FR&D purchases
- Implement partner agency logistics, including but not limited to site visits, pickup and delivery schedules, and on-site support at ND classes
- Provides customer service to partner agencies and ensures feedback is communicated internally
- Communicates between the Logistics team, other Programs Coordinators, and the Volunteer Coordinator to ensure the needs of partner agencies and PBCFB are being met
- Serves as the first point of contact for PBCFB guests and partner agencies including but not limited to: greeting PBCFB guests and partner agencies and provides customer service by answering guest inquiries, informing PBCFB staff of appointments, and directing guests to the classroom for orientations, facilitating check-in process for partner agencies picking up from the warehouse, and ensuring partner agencies are adhering to the scheduling and distribution process
- Provides support for external Food Bank events as necessary and applicable
- Performs other duties as assigned

### **Qualifications:**

- Bachelor's Degree or equivalent experience with a minimum of two years of experience in related field
- Knowledge of health and human service programs and food banks preferred
- Bilingual in Spanish or Haitian Creole preferred
- Outstanding analytical and organizational skills
- Excellent verbal and written communication skills, including customer service skills

- Proficient with Microsoft Outlook, Word, and Excel, is strongly preferred.
  
- Flexible, patient, and adaptable to change
- Able to work in a fast-paced environment
- Valid Florida driver's license and clean driving record

**Physical Requirements:**

With or without reasonable accommodation, employees in this position must be able to lift up to 25 lbs., drive regularly, stand, walk, talk and hear. The employee frequently is required to sit and will be regularly exposed to outside weather conditions. Noise level in the work environment is usually moderate. Some night and weekend work expected.

The Palm Beach County Food Bank is an Equal Opportunity Employer. All qualified applicants are encouraged to apply and will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, protected veteran status, or any other legally protected characteristic or status.

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