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Job Title:	TEFAP Coordinator	Date:	January 7, 2020
Business Card Title:	TEFAP Coordinator	Written By:	Jill Hanson
Position:	Full-Time, 1 year temporary	Reviewed By:	Janet Owens
Reports To:	Agency Relations Director	Date Reviewed:	
Org Level 1:	Agency Relations		
Org Level 2:	Agency Services		
Org Level 3:	Operations		

Mission: *MANNA's mission is to involve, educate, and unite people in the work of ending hunger in Western North Carolina*
Vision: *A hunger-free Western North Carolina*

Position Summary: The Emergency Food Assistance Program (TEFAP) is a federal food commodity program administered federally by USDA. MANNA foodbank administers the program for their 16-county service area, working closely at the state level with the North Carolina Department of Agriculture (NCDA). The TEFAP Coordinator provides support to the Operations and Agency Relations team and our partner network of 55+ agencies distributing TEFAP. Working in the areas of direct agency support, coordination of compliance and communications, and day-to-day support for the partner agencies around TEFAP related activities.

Essential Duties and Responsibilities:

The duties listed below encompass the essential responsibilities of the position in the areas of departmental, direct agency support, compliance and communications support.

Departmental Support

- Serve as the staff lead for onboarding and training new TEFAP agencies, and conducting annual TEFAP/Civil Rights training.
- Participates and is present at mobile distributions when needed to distribute hard to move or perishable TEFAP items or to conduct client intake in counties that are underserved.
- Mitigate the waste of TEFAP perishable items through proactive communications with agencies that either have not taken and/or those that can take more that they are allocated.
- Work with the Operations team to reallocate TEFAP products to other agencies when the original agency allocated the products can't take it.
- Conduct follow up visits with TEFAP agencies when they receive corrective action reports from the North Carolina Department of Agriculture (NCDA).
- Provide hands-on support to MANNA's volunteer center when TEFAP boxes must be built.
- Train agencies on proper intake execution and reporting. Conduct monthly follow up calls to agencies to collect statistics and inventory.

Every MANNA FoodBank employee must subscribe to the "Statement of Philosophy" and the "Mission Statement" of MANNA FoodBank. Employees must also adhere to MANNA's "Drug and Alcohol Policy". These documents are on file in the Office of Finance and Human Resources.

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- Learn and provide back-up support to the Director of Operations in regards to the allocation of TEFAP product within our inventory software, Primarius.
- Provide TEFAP technical assistance to agency representatives who have questions or concerns about TEFAP.
- Create TEFAP manuals to document all processes.
- Design and develop TEFAP resources for agencies such as signage, distribution rate tools, client choice model information, and quarterly information packets.
- Provide services as staff point person for all TEFAP communications including; complaints and issues, on-going communications and documents (e.g., quarterly emails, monthly stats reminder email, and personalized communication with individual agencies) and follows-up with partner agencies or other constituents as necessary.
- Actively participate in team processes to create a high functioning support system for TEFAP partner agencies and a high functioning department.
- Conduct site monitoring visits (with NCDA representatives), when needed, to ensure safe food storage and handling and ensure the practice of good stewardship of Food Bank product and appropriate record keeping; maintain updated reports of agency visits.
- Provide support with monthly NCDA report as needed.
- Perform other duties requested as appropriate and assigned to the position.

Qualifications:

- Minimum of a High School Diploma or GED required; minimum of 3 years' experience in administrative support, customer service, or nonprofit roles required
- Must have excellent computer skills with a high level of proficiency in Microsoft Office Suite and Outlook
- Proven skill and proficiency in learning and navigating technology and databases
- Demonstrated ability to work in a busy office environment, work to deadlines and manage multiple priorities
- Must possess strong interpersonal, written and verbal communication and presentation skills suitable for a wide variety of audiences and effective internal and external communication skills
- Exceptional communication skills to engage with a diverse group of key stakeholders and staff
- A commitment to the mission of MANNA FoodBank in the work toward ending hunger in Western North Carolina
- Proof of current, valid Driver's License, auto insurance, use of a personal vehicle and clean MVR

Additional Skills:

- Ability to maintain a flexible schedule and adapt in a dynamic, fast paced environment
- Desire to educate and inspire others in the mission of Manna FoodBank
- Training or familiarity with principles of project management
- Familiarity with Primarius, a plus
- Food bank experience, a plus

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Working Conditions: This position will often be performed in both an office setting and will have exposure to warehouse environment (approximately 50/50) as well as local travel within the service area. This position will be subject to environmental conditions with activities that occur inside and outside.

This can be a fast-paced hands-on physical work environment at times. The noise level in the work environment is moderate to moderately loud within the Warehouse.

Physical Demands: The physical demands required are representative of those that must be met by the employee to successfully perform the essential functions of the job.

The physical demands of this position are considered medium work. While performing job duties the employee is regularly required to use hands to finger, handle or feel; reach with hands and arms; and talk or hear. The employee is occasionally required to climb or balance. The employee must occasionally lift and move objects up to 25 – 30lbs. The employee is frequently required to sit, stand; walk; and stoop, kneel, or crouch. Specific vision abilities require the visual acuity to operate motor vehicles; close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus close visual acuity to perform activities including but not limited to preparing and analyzing data and figures, transcribing, viewing a computer terminal, extensive reading.

Functions also require ability to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard, and to verbally communicate to exchange information.

Travel: Routine travel may be required within service area. Current driver’s license required; copy of current auto insurance; and clean MVR required.

Schedule: Flexible schedule required, including some evening and weekends as needed.

Acknowledgements for: TEFAP Coordinator at Manna FoodBank

A review of this description has excluded the marginal functions of the position that are incidental to the performance of fundamental job duties. All duties and requirements are essential job functions.

This description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to perform any other job-related duties assigned by their supervising manager/director.

This document does not create an employment contract, implied or otherwise, other than “at will” employment relationship.

MANNA embraces a philosophy that recognizes and values diversity. MANNA’s goal is to attract, develop, retain and promote a talented and diverse workforce in a culture where all employees will contribute to their fullest potential. As the diverse workforce evolves, MANNA is dedicated to providing a respectful and dignified environment. MANNA is committed to the total inclusion and participation of all people. The celebration of diversity is an essential component in the way MANNA does business.

Employee Signature: _____

Date: _____

Supervisor Signature: _____

Date: _____

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