JOB TITLE: Partner Development Manager

REPORTS TO: Director, Partner Relations

DIRECT REPORTS: AmeriCorps Partner Resource Associate(s)

Position Purpose:

The Partner Development Manager is responsible for creating and maintaining relationships with the partner network. The Partner Development Manager is the main point of contact for his/her portfolio of Network Distribution Partners; the Network is comprised of Partner Agencies and Community Distribution Partners (CDPs). The Manager ensures partners remain in compliance with Feeding America/NTFB requirements, increase operational capacity and pantry distribution according to recommended standards and participate in utilizing the USDA MyPlate suggested allocations. Additionally, the Manager is responsible for identifying resource needs for the partners to create continuing education and development for their staff, volunteers, or leadership. Overall, the Partner Development Manager is ensuring the highest level of nutritional impact and satisfaction for the communities served by facilitating smooth food distribution.

Key Responsibilities:

- Manage a portfolio of distribution agencies and community partners including develop and foster relationships and onboard new partners
- Strategically grow partner network to ensure food is distributed to communities with high determined by the Hunger Index created by NTFB
- Prospect and engage with potential partners by participating in various community activities
- Effectively communicate requirements of partnership to potential new partners
- Consistently follow-up with potential partners and update status of pipeline regularly
- Track and maintain monthly service documents and additional administrative documents
- Implement processes to meet internal Crossroads’ standards and maintain compliance with all partners
- Monitor product use among partners by completing in-person site visits and compliance audits (typically within 20 miles of Crossroads’ facility; at most 80 miles)
- Keep up with updates from the North Texas Food Bank, the Texas Department of Agriculture, and other related entities
- Consistently track all program inputs and outputs to effectively communicate the impact of the partner network to stakeholders
- In consultation with Director, engage with partners to assist with capacity building, leadership development, and program improvement
- Educate, motivate, and equip all Finance and Operations team members to provide excellent service to partner network
- Document operations and activities via Standard Operating Procedures to improve the quality and effectiveness of our staff
- Actively engage with Warehouse team to ensure partner satisfaction and create synergy among both teams
- Perform any other tasks assigned to support and improve overall partner relations
Job Requirements / Experience & Qualifications:

- Bachelor’s degree with three or more years of relationship building, account management, or similar experience
- Experience with managing diverse objectives and strategic program goals
- **Must have** regular and reliable transportation for agency visits and audits
- Passion for Crossroads’ vision and mission to build nutrition stable communities
- Exceptional written, verbal and presentation skills that can be applied across various organizational levels and culture.
- Demonstrated ability to coach, train, motivate, and constructively critique staff.
- Strong collaborative skills.
- Demonstrated leadership of projects bringing excellence and innovation to programs and teams.
- Understanding of the dynamics of the underserved population and ability to work well with diverse ethnic, cultural, social, and economic populations.
- Previous non-profit experience preferred
- Previous experience with federal, state, and local programs

Preferred Skills and Experience:

- Previous non-profit experience
- Bilingual (Spanish)

**WORKING CONDITIONS**
The physical environment requires the employee to work primarily in indoor offices. Some travel is required to attend meetings/events/conferences locally, statewide, and nationally. Regular workday and workweek are established with some planned early morning or evening hours, and overnight and out of area travel.

**PHYSICAL REQUIREMENTS**
The employee is expected to make decisions, supervise employees, read and write, speak publicly, and interpret information and data. May be seated for periods of time and occasionally may have to lift boxes or other materials that weigh less than 25 lbs.

**DISCLAIMER STATEMENT**
The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required of personnel so classified.