



Partner Compliance Specialist Position Description

Location: Irvine, CA
Reports to: Partner Compliance & Capacity Manager
Status: Full-time, Hourly, Non-Exempt; \$28.92 - \$32.33/hour (DOE)
Schedule: Monday – Friday, 40 hours/week; Hybrid (remote 2 days & in-office 3 days/week)
Benefits: We offer excellent Benefit Plans including incremental PTO Plan; 15+ Paid Holidays plus a Birthday Floating Holiday. 403b retirement plan with a match. Medical & Dental insurance plans with majority paid by employer. Life Insurance plan and Employee Assistance Program paid by employer.

Would you like to go to work knowing that every day you'll be making a real difference in the lives of community members in Orange County? At Second Harvest Food Bank that's exactly what you'll be doing – contributing to our mission to provide food for those who need it. You'll be working alongside team members who are committed to living out the Food Bank's core values of **Integrity & Accountability, People First, Compassion, Purpose Driven, and Stewardship. Come join our upbeat, collaborative team who are improving lives every day.**

About Second Harvest Food Bank of Orange County

Second Harvest Food Bank's (SHFB) Vision: An Orange County with food and nutritional security for all. Our Mission: In collaboration with our partners, we provide dignified, equitable and consistent access to nutritious food, creating a foundation for community health. Since 1983 we have been a source of food security for all members of our community when they need our help.

POSITION PURPOSE:

We're looking for a detail-oriented individual with a strong commitment to integrity to join our team as the next **Partner Compliance Specialist**. In this key role, you'll be responsible for ensuring the compliance of over 300 non-profit organizations, houses of worship, K-12 schools, colleges and universities, senior centers, and more that we partner with to directly feed the Orange County community. Areas of compliance include food safety, Feeding America requirements, USDA/TEFAP rules and regulations, applicable laws and health department standards, Second Harvest Food Bank requirements and expectations, safe food handling certification, Certificates of Insurance, and more.

To support these compliance areas, you'll also create training materials and helpful resources for our team and the Partner Network to understand compliance requirements so they can navigate changes, correct compliance gaps, and ultimately ensure alignment with applicable rules and regulations. In addition, this individual will be heavily involved in our partnership application process, as well as partner annual training, onboarding and offboarding.

ESSENTIAL FUNCTIONS:

- Carry out the responsibilities and expectations as detailed in the Partner Compliance Specialist manual, and additional policies and procedures.
- Serve as the representative of Second Harvest Food Bank with potential partners as the first individual from our team that they interact with. Responsible for creating a solid foundation for which our partnerships are built from and setting clear expectations from the get-go.
- Oversee all aspects of partnership compliance on an ongoing basis, including but not limited to:
 - Safe Food Handling certifications
 - Liability Insurance
 - 501c3 status & linkage documents
 - Church eligibility
 - Out of County Agreements (if applicable)
 - Redistribution
 - Health Permits and registration with the Environmental Health Division
 - Repackaging approval
 - Closed Site approval
 - Home Delivery approval
 - Partner vehicle compliance



- The Emergency Food Assistance Program (TEFAP):
 - Serve as a liaison between SHFB staff and CDSS contacts, alongside Manager
 - Become an expert on Feeding America & TEFAP compliance requirements and nuances, and ensure we are in compliance at all times.
 - Ensure TEFAP monthly reporting is completed on-time and accurately. Submit data to CDSS monthly.
 - Attend quarterly TEFAP calls
 - Complete annual TEFAP documentation for CDSS
 - Oversee TEFAP training materials and ensure consistent implementation across our department
- Database and system oversight:
 - Ensure we are maintaining digital files for each partner, including all documentation required by Feeding America. Files must be audit ready at all times.
 - Ensure we are keeping our inventory management system accurate and up to date with partner information – including addresses, contacts, training records, and hours of operation.
 - Provide updated distribution days & hours to 2-1-1 of Orange County and SHFB Marketing team on a monthly basis
 - Support partner fee collection process
- Create internal & external resources to successfully implement compliance requirements:
 - One-pagers
 - Guides, best practices, and more
 - Quarterly webinars
 - Training materials
- Compliance Visits:
 - Conduct partner compliance visits as assigned. Utilize visits to cultivate relationships and identify areas for improvement.
 - Work with department leadership on corrective action items that result from site visits. Hold partners accountable for meeting partnership requirements and expectations.
- Heavy involvement in the Partnership application process, including but not limited to:
 - Eligibility form process & interested partner waitlist
 - Maintain & update application forms as needed
 - Collect application submissions
 - Participate in application review
 - Conduct follow-up calls and schedule meetings
 - Conduct pre-approval visits with department Leadership
 - Ensure all compliance requirements are met before official onboarding can begin
 - Collaborate with department Leadership on the onboarding process
 - Support new partner training
- Actively look for ways to continually improve the effectiveness of our partnerships and identify challenges to be resolved and opportunities for compliance enhancement.
- Responsible for making decisions that are in the best interests of SHFBOC and in compliance with all Feeding America requirements.
- Develop, maintain, and cultivate strong partnerships with our Partner Network and other external stakeholders.
- Support the timeline and execution of annual goals for Partner Compliance, including Partner Network evolution initiatives.
- Become an expert on Feeding America, TEFAP, and food safety rules and regulations.

REQUIREMENTS:

- Bachelor's degree or equivalent job experience.
- Bilingual in English and Spanish, Korean, or Vietnamese required. Ability to conduct in-person training in both languages.
- Strong technical skills – proficiency with Microsoft Office Suite and experience with databases.
- Time management and organizational skills.
- Excellent data entry skills. Prior experience utilizing complex databases is a plus.
- Project management skills – with the ability to work under pressure, balance competing priorities, consistently meet deadlines, and delegate tasks with appropriate guidance.



- Relationship management skills for working with a diverse set of food bank staff, government entities, external stakeholders, community partners, and clients.
- Excellent, professional verbal and written communication skills.
 - Ability to speak comfortably in front of groups and lead training.
 - Excellent writing skills for partner communication and resources.
 - Timely, professional, and courteous email skills.
 - Will ask questions, voice opinions, and share feedback proactively.
- Valid Driver's License and Insurance.
- Existing relationships and/or knowledge of OC non-profits preferred.

PROFESSIONAL QUALITIES:

Fundamental qualities, traits or attributes expected of a candidate to display in the role. Candidates may display greater aptitude for these qualities to progress.

- Accountability. Holds oneself accountable for assigned responsibilities and sees tasks through to completion. Has high standards of integrity.
- Proven team player. Understand the collective effort it takes to distribute millions of pounds of food out into the community via our Partner Network each month, and work across the team and organization in order to succeed together. Volunteer to assist co-workers within and across departments of Second Harvest within reason so as not to negatively impact personal workload.
- Proven experience using logical reasoning to identify areas for improvement and problem-solve. Proactive about seeking solutions in order to meet goals.
- Initiative. Willingness to take appropriate action to solve a problem or to get a job done.
- Compassionate. Sensitive to partners' and clients' hardships and empathetic and committed to working in partnership with our partners to find solutions that are mutually beneficial.
- Flexible and adaptable to change. Understand that non-profit work is constantly evolving and be comfortable with shifting priorities.
- Compose detailed, informative, and diplomatic written communication to partners and staff.
- Maintain a positive attitude and diplomatic demeanor while working with individuals of diverse personalities, cultures, and age groups.
- Take direction, follow procedures and instructions, possess the ability to work independently and diligently, and take initiative with minimal need for oversight.
- Self-directed and possess the ability to manage multiple projects and competing priorities while maintaining high levels of performance.
- Consistently and effectively handle difficult conversations – in person, virtually, or over the telephone.
- Represent self and Second Harvest in a professional manner through dress, speech, and demeanor, both internally and externally.

PHYSICAL DEMANDS:

- Ability to lift 25-50 pounds.
- Regular driving throughout Orange County to visit partner distribution and storage locations.
- Extended periods of sitting while working on a phone and computer.
- Indoor office environment and warehouse environment with moderate noise at food bank location.
- Office hours are 8am – 4:30pm, but the schedule varies based on Department needs. Possible evening and weekend hours on occasion.

The above statements are intended to describe the general nature and level of work performed, rather than to be an exhaustive list of all duties, responsibilities, and skills required for the position. The position duties may be changed at any time at management's discretion. This position description is not intended to create contractual obligations of any kind.

To perform this job successfully, an individual must be able to perform each essential job function satisfactorily. The requirements listed above are representative of the knowledge, skills and/or abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Second Harvest Food Bank of Orange County, Inc is an Equal Opportunity Employer.