



Job Title: Partner Services Coordinator
Department: Administration
Reports to: Executive Director
Status: Non-exempt
Part-time, 20 hours/week

Our Work:

The EBC Vision: We imagine a world where all children are healthy, safe, and prepared to build their own futures.

Our Mission: EBC helps kids reach their full potential tomorrow by meeting basic needs today.

As the vital safety net under family-assistance providers, EBC annually distributes 60,000 items for kids from birth to age 12 directly to agencies serving families in greater east King, south Snohomish, Kitsap, and north Pierce counties. Founded by pediatric nurse practitioner, Karen Ridlon in 1990, EBC helps more than 800 children each week.

Job Summary:

We are looking for an individual with strong interpersonal skills and volunteer-centric focus to join the EBC team to cultivate, maintain and measure our partner provider collaborations. EBC works with over 150 provider partners to distribute the many essential items EBC collects for families in need. The Partner Services Coordinator will be involved in a broad range of tasks, including developing and vetting new partnerships, creation and tracking of program metrics, serve as the primary point of contact for partners and supporting training & use of ordering system. Dynamic communication skills, the ability to adapt quickly in our lively environment, and a sense of humor are required. Hours may vary but there is an expectation for regular office hours.

This document is intended to describe the general nature and level of work being performed and is not an exhaustive list of all duties, responsibilities and skills required of the position.

Job Responsibilities:

<p>Duties <i>To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.</i></p>
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<p>Provider Partner Management (55%)</p>

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| <ol style="list-style-type: none">1. Solicit appropriate new partners, manage inquiries, applications, and agreements.2. Manage partner relationships and adherence to EBC policies, procedures and protocols. |
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3. With the assistance of Communications Manager, manage communications with partners.
4. Identify and suggest system changes to enhance program delivery and collection.
5. Represent EBC with human service organizations as needed.

Reporting (10%)

1. Collect and report out client demographic and delivery information.
2. Generate and distribute required reports (including Fair Market Value).
3. Other reports as needed.

Program Analysis and Assessment (10%)

1. Prepare and assist in analyzing reports needed for measuring impact, growth opportunities, and efficiencies.
2. Monitor and report on trends affecting human service needs and service delivery.
3. Prepare partner data for 990 Form, Schedule I annually.

Ordering System (25%)

1. Support and provide back-up to Office Manager in the review and management of exceptions to basic protocols received via the ordering system.
2. Maintain current and accurate provider partner information.
3. Serve as the first point of partner contact for all problems with orders.
4. Coordinate training for providers, update standard operating procedures and coordinate volunteer involvement with training

Working Conditions

(Describe working conditions that impact the job-including physical requirements or conditions)

While performing the duties of this job the employee is in a typical office environment, is required to regularly walk, sit, talk or hear and occasionally stand. Frequent use of computers, telephones and related equipment is required. Occasional lifting up to 30 pounds. Vision requirements include: close vision.

Qualifications/ Competencies

The requirements listed below are representative of the knowledge, skills, and abilities required to perform the job.

- **Education** - 4-year college degree, preferably in health, social work, behavioral sciences or related field.
- **Experience** –. 2 – 3 years’ work experience in community organizations and the King County human services community. Experience in non-profit or social service environment is preferred.
- **Language Ability** – Ability to read, write, and speak effectively with others. Ability to effectively present information and respond to questions from groups of managers, volunteers, and the general public.
- **Reasoning Ability** – Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to

interpret a variety of instructions furnished in written, oral, diagram or schedule form.

- **Computer/Technical Skills** – Proficiency in MS Word, Excel, and Outlook required. Ability to learn new software quickly as contact management and other specialized software applications are utilized daily.
- **Other Competencies/Characteristics** – The ability to be flexible, highly organized with a strong orientation to detail/quality work is required. Must maintain a highly professional demeanor and level of confidentiality. Must have strong interpersonal skills with the ability to communicate effectively with others both internally and externally as well as work well with a variety of people and personalities. Regular attendance is required to adequately perform this job. Superior attention to detail with strong follow-through. Ability to problem-solve and adapt quickly in our dynamic environment. Knowledge of or ability to become familiar with the American Academy of Pediatrics child safety guidelines required. Commitment to and enthusiasm for EBC's mission and values.
- Occasional evening and weekend work required.

Cover letter and resume to hradmin@babycorner.org.

Open until filled; first consideration given to applications received by Friday, March 30, 2018. No calls please.