



10002 14th Ave. SW | Seattle, WA 98146 | (206) 767-1662 | westsidebaby.org

## **Provider Engagement Manager Job Posting**

### **March 2021**

WestSide Baby, in partnership with our community, provides essential items to local children in need by collecting and distributing diapers, clothing, and equipment.

**The Provider Engagement Manager (PEM)** is primarily responsible for cultivating relationships with agency partners to ensure that WestSide Baby services are meeting the needs of families experiencing disproportionate need and contributing to positive, lasting outcomes. WestSide Baby is seeking a leader who will thrive in a collaborative, learning-together culture with energetic, mission-driven colleagues. Specifically, this role oversees WestSide Baby's "Adapt" strategic priority and associated distribution tactics to ensure high quality service for agency partners and equitable delivery of basic needs items.

This is a full-time, 40 hours a week, exempt salaried employee position at our White Center, Seattle office. Due to the COVID-19 pandemic, an estimated 85% of the job functions can be performed remotely, with the remaining 15% requiring onsite attendance. Flexible schedule to be determined at the time of hire depending on COVID mandates and agency need. This position reports to the Director of Programs. Starting salary is up to \$58,572 annualized, depending on experience.; generous benefit package, PTO and holiday pay available. Schedule may include occasional evening and weekend hours.

### **Core Responsibilities**

#### **Provider Partner Engagement (45%)**

- Develop provider partner engagement strategies to maximize impact for families.
- Cultivate provider partner relationships through outreach, trainings, and small events.
- Lead partner agency selection and onboarding process.
- Lead partner agency communication strategy.

#### **Distribution System and Logistics Management (45%)**

- Oversee WestSide Baby's distribution process, with a focus on space management and efficiency.
- Develop and implement distribution/ provider policies, procedures, and agreements.
- Respond to provider inquiries regarding the distribution process and ordering system.
- Work with the Distribution Lead to identify and provide solutions to ordering system success barriers.
- Review provider partner registrations, approve new accounts, and onboard new providers.

#### **Personnel Management (10%)**

- Supervise 2 direct reports.
- Regularly review team priorities and goals, give, and receive feedback, delegate tasks, facilitate weekly 1:1 meetings, and seek out growth opportunities for staff.
- Monitor various aspects of program and determine action plans if there are gaps or modifications needed.

#### **Required Skills/Abilities**

- Outstanding customer service and interpersonal skills. Must have a track record of developing and maintaining strong working relationships among diverse groups of stakeholders.

- Strong communication skills, both written and verbal.
- Proven ability to work successfully in a dynamic, collaborative, team-oriented organization
- Highly motivated, resourceful, and flexible.
- Solid organizational skills. Must be able to demonstrate strong system efficiencies and space management skills.
- Proficient with Microsoft Office Suite. Experience with Salesforce preferred.

### **Required Education and Experience**

- High school diploma or equivalent.
- At least two years relevant work experience required.

### **Preferred Experience**

- Experience in a management role is preferred. Key manager competencies include supervisory skills, prioritization, delegation, giving and receiving feedback, and embodying the organizations values and commitment to equity.
- Experience working in a direct service role at community-based organization is a plus.
- Familiarity with King County social service agencies and landscape.

### **Physical Demands**

The physical demands and work environment described herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities who are otherwise qualified to perform the essential functions.

- Must be able to physically stock shelves, move goods from one location to another and load and unload products; able to lift 30 lbs. repeatedly; must be able to lift up to 60 lbs. with the use of proper machinery such as a hand truck.
- Must be able to move palletted product around with proper use of a pallet jack.
- Work involves standing, walking, stooping, lifting heavy objects, talking, reaching, sitting, bending, kneeling, climbing, grasping, hearing, using hands to handle, feel or operate objects, and reaching with hands and arms.

### **To Apply**

To Apply Submit cover letter or video “cover letter” and resume addressed to Becky Schroeder, Director of Programs, to [employment@westsidebaby.org](mailto:employment@westsidebaby.org) with “Provider Engagement Manager” in the subject line. Priority deadline to apply is Monday, March 22, 2020.

Our hiring process involves a 3-step process: 1. Qualified applicants will be contacted for a phone interview; 2. Candidates who advance will be invited for an in-person interview that includes a site tour and 3. Finalists will participate in more casual team interviews. WestSide Baby values diverse perspectives and life experiences. We encourage individuals of all backgrounds to apply including people of color, immigrants, refugees, LGBTQ, women, people with disabilities, and veterans. As an organization, we collaborate closely with many different communities around King County and value equity as a priority in our work.

### **Equal Employment Opportunity**

WestSide Baby is an equal opportunity employer. Employment decisions are based on merit and business needs. It is the policy of WSB not to discriminate against employees and applicants based on race, color, citizenship, status, national origin, ancestry, gender, sexual orientation, age, religion, creed, physical or mental disability, marital status, veteran status, political affiliation, or any other factor protected by law, with respect to recruitment, hiring, training, promotion and other terms and conditions of employment. All employment decisions shall be consistent with the principle of Equal Employment Opportunity.