

Job Title: Agency Relations Food Access Coordinator
Department: Programs Department
Reports To: Agency Relations Manager
Classification: Regular, Full-time, Non-exempt
Location: Concord, CA

Who We Are

For over 45 years, the Food Bank, made up of a diverse staff, dedicated Board of Directors and passionate volunteers, has been leading the fight to end hunger in partnership with our community and in service of our neighbors in need.

About this Opportunity

The Agency Relations Food Access Coordinator supports the network of food pantries, soup kitchens, and shelters that receive food from the Food Bank. This position is fast paced with significant multi-tasking and customer service needs. The ideal person for this role will be comfortable operating a variety of software programs, experienced in order fulfillment, food purchasing, food safety, and customer service. This position works closely with our community of non-profit hunger relief organizations, therefore a passion for food justice and understanding of the missions and values of our member agencies is desirable.

Essential Duties and Responsibilities

- In partnership with Food Bank Purchasing and Inventory teams, ensure adequate supply of nutrient dense food options are available for our network of food pantries, soup kitchens, and shelters to order as needed.
- Provide high level customer support as you assist our community partners with food order selections.
- In partnership with Transportation team, assist with planning and launch of an expanded Agency Delivery program to better meet the needs of our Network's food distributions.
- Troubleshoot and resolve complex issues surrounding inventory transfers between warehouses, product availability, item card accuracy, and order fulfillment.
- Train partners in food ordering processes, and provide ongoing technical assistance.
- Assist with monitoring active member agencies every other year (or more often if required) and document each visit with a written report.
- Maintain up-to-date and complete files on member agencies and manage Agency component of Navision database.
- Certify food pantries, making sure that pantries keep regular hours, provide a nutritious food basket, and submit reports with service information each month to the Food Bank.
- Conduct trainings to ensure compliance with Feeding America and USDA standards.
- Assist with coordination of annual Agency Summit event.
- Tabulate and maintain agency service statistics, shopper information, and mailing lists.
- Assist with Direct Service Programs and act as back-up as needed.
- This position requires ability to work some nights and weekends (generally during Nov. and Dec.), outdoors, and in all areas of the community. Job duties are 70% office, 30% field work. Travel during work hours is required. Company pool cars are available; use of personal vehicle will be reimbursed for mileage at the standard federal rate.
- Other duties as assigned.

Qualifications

- Associate's degree and one to two years related experience and/or training. An equivalent combination of education and experience will be considered.
- Experience with social service and community organizations highly desired.
- Bilingual, English/Spanish highly desired.
- Demonstrated proficiency with MS Office. Must be competent working with Google docs. Familiarity with inventory software is a plus.
- Displays courtesy and sensitivity; manages difficult or emotional customer situations.
- The ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals, the ability to write routine reports and correspondence.
- Ability to speak effectively and professionally before groups of customers, employees, and the general public demonstrating cultural sensitivity.
- Communicates accurately, honestly, supportively and in a timely manner with department and interdepartmental team members. Demonstrates strong planning, organizing, time management and interpersonal skills.
- Self-starter who is able to work with minimal supervision. Works effectively under pressure to meet established goals and objectives.
- Valid California Driver's license and insurance and ability to be insured under the Food Bank's auto insurance required.
- Occasionally lift and/or move up to 40 pounds.

Additional Information

In instances of a federal, state or locally declared emergency, Food Bank is typically considered an essential service and emergency responder; all of its employees may be called in to perform regular or emergent duties.

Compensation and Benefits

This is a regular, full-time, non-exempt position. To ensure internal pay equity, the non-negotiable starting pay for this position is \$28.70 per hour. We value our employees' time and efforts. Our commitment to your success is enhanced by our competitive and extensive benefits package including health, dental, and vision, life insurance, flexible spending account, 403(b) employer matching, and paid leave to eligible employees. Plus, we work to maintain the best possible environment for our employees, where people can learn and grow with the organization. We strive to provide an inclusive, collaborative, and creative environment where each person feels encouraged to contribute to our processes, decisions, planning and culture.

To Apply

Please send your resume and cover letter to hr@foodbankccs.org with the subject line: "Agency Relations Food Access Coordinator" Email submission is preferred.

Or by mail to:

**Food Bank of Contra Costa and Solano
Attn: Human Resources
4010 Nelson Ave
Concord, CA 94520**



Job Opening

FBCCS is an Equal Opportunity Employer and complies with applicable state and local laws governing nondiscrimination in employment in every location in which the FBCCS has facilities.

We strive to create a workplace and organization that reflects the communities we serve where everyone feels empowered to be their full, authentic selves. Together, we work innovatively to effectively serve our community. Underrepresented groups are welcomed and encouraged to apply.

FBCCS does not have the resources to sponsor visas, nor any open positions eligible for the H-1B program.

For more information about us, please visit: <http://www.foodbankccs.org/careers>