

Job Title: Front Office Coordinator
Department: Operations
Reports To: Workplace Manager
Classification: Regular, Full-Time, Non-Exempt
Work Location: On-Site, Concord, CA
Date Approved: 6/18/2026

Who We Are

For 50 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 Front Office Coordinator serves as the first point of contact for visitors, clients, donors, and partner agencies. This dynamic role is responsible for managing front desk operations, providing administrative support, and ensuring a welcoming, organized, and efficient office environment in alignment with the organization's mission to serve the community.

Essential Duties and Responsibilities

- Serve as the Food Bank's first-impression representative, greeting and directing lobby visitors with professionalism and compassion.
- Answer and route incoming calls, emails, and walk-in inquiries by maintaining strong knowledge of organizational programs and operations.
- Manage all incoming and outgoing mail, packages, and correspondence; serve as primary contact for office equipment including copiers, phone system, and postage meter.
- Maintain and update organizational files, databases, and records; prepare documents, reports, and communications as directed.
- Oversee front desk volunteers, including onboarding, training, and ongoing updates to protocols and processes.
- Ensure the front office, breakrooms, conference rooms, and supply rooms remain organized, clean, and well-stocked; manage office supply ordering and expense reporting.
- Support the Workplace Manager and warehouse team as the Operations Department point of contact; assist with administrative projects including office protocols, facility logs, and operational SOPs.
- Assist the Development Department with volunteer coordination, donation drop-offs, and food barrel pickups.
- Support People & Culture with special campaigns and seasonal office needs; assist Programs staff with agency-based activities as needed.
- Help publicize CalFresh Outreach efforts in coordination with outreach staff.
- Participate in team, department, and all-staff meetings.

Qualifications

- 1–2 years of experience in customer service, administrative, or community-facing roles; or an equivalent combination of education and experience.

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- Intermediate proficiency in Microsoft Office.
- Excellent written and verbal communication skills, including the ability to engage professionally with diverse audiences.
- Strong organizational skills with the ability to manage multiple tasks, workflows, and processes in a fast-paced environment.
- Ability to handle sensitive situations and information with discretion, sound judgment, and professionalism.
- Demonstrated commitment to serving diverse populations with empathy and respect.
- Ability to lift up to 25 pounds (office supplies, donations, event materials).
- Valid California driver's license and eligibility to be covered under the organization's vehicle insurance policy.
- Must be able to work on-site during scheduled hours.

Preferred

- Experience in a nonprofit, social services, or community organization setting.
- Bilingual proficiency in English and Spanish.

Competencies

- Adaptability — Remaining effective across changing conditions by welcoming feedback, shifting approaches as needed, and balancing competing priorities.
- Cooperation — Engaging colleagues with respect and tact to build productive relationships, resolve conflicts, and collaborate effectively.
- Dependability — Consistently following through on responsibilities with accountability, reliability, and a commitment to doing one's best work.
- Job Knowledge — Maintaining technical proficiency and contextual understanding is needed to perform one's role effectively and independently.
- Organization Support — Upholding the organization's values, policies, and mission through accurate, consistent, and diversity-conscious day-to-day work.
- Teamwork — Collaborating with a focus on collective success by balancing individual and group responsibilities and exchanging feedback openly.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently exposed to work near moving mechanical parts and cold temperatures. The noise level in the work environment is usually **moderate**.

Physical Demands

The physical demands described here 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 to perform the essential functions.

The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include Close vision, Distance vision, Peripheral vision, Depth perception and Ability to adjust

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focus in order to operate vehicles legally. While performing the duties of this job, the employee is regularly required to talk or hear. The employee is frequently required to stand; walk; sit; use hands to finger, handle, or feel; reach with hands and arms.

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

This is a full-time, Non-exempt position. To ensure internal pay equity, the non-negotiable starting pay for this position is \$27.63 - \$28.82 per hour.

To Apply

Please send your resume, cover letter, and any supporting documents to hr@foodbankccs.org with the subject line: "Front Desk Coordinator".

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>