

Job Title: Program Coordinator – Field Service & Support
Department: Programs
Reports To: Director of Programs
Classification: Regular, Full-time, Non-Exempt
Location: On-Site, Concord, CA

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 Program Coordinator – Field Service & Support provides field and administrative support to the Direct Service Team, including the Community Produce Program (CPP), Mobile Pantry Distribution (MPD), Extra Helpings (EH), and the Senior Food Program (SFP). This role involves extensive interaction with diverse populations and requires professionalism, strong interpersonal skills, and a commitment to client service.

Essential Duties and Responsibilities

- Support the administrative needs of Program Coordinators.
- Perform data entry and provide support for Direct Service Programs.
- Assist with monitoring, auditing, and reporting for Direct Service Programs.
- Order supplies and coordinate delivery arrangements for distribution sites (e.g. SFP applications, bags, program cards).
- Collaborate with the purchasing department to enhance the nutritional value of menu options.
- Communicate with program partners and internal teams (Operations, Logistics, Volunteer Department, etc.).
- Stay current on issues facing low-income residents in Contra Costa and Solano Counties; partner with the Program Director to address evolving needs.
- Train and supervise volunteers supporting food distribution and program administration.
- Develop working knowledge of all Food Bank Direct Service Programs to provide backup coverage for coordinators and administrators as needed.
- Provide field support for Direct Service Programs including CPP, MPD, SFP, and Extra Helpings.
- Position is approximately 75% office-based and 25% field work.
- Attend department and organization-wide meetings, training, and team-building events.
- Operate Food Bank vehicles as needed.
- May need to work occasional weekend days for programs and events across all service communities.

Qualifications

- 1–2 years of related experience and/or training, or an equivalent combination of education and experience.
- Valid CA driver's license and ability to be covered under the Food Bank's auto insurance policy.
- High proficiency in MS Office (Word and Excel) and order processing systems.

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- Ability to write routine reports and correspondence.
- Professional demeanor with strong interpersonal and client service skills.
- Treats people with respect, builds trust, works with integrity, and upholds organizational values.
- Ability to synthesize and communicate complex or varied information, such as policy and community impact.
- Ability to identify and resolve problems promptly, develop alternative solutions, and apply sound judgment in ambiguous or emotionally sensitive situations.
- Solid basic math skills, including working with fractions, decimals, ratios, percentages, and interpreting simple graphs.

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.

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.

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 50 pounds. Specific vision abilities required by this job include Close vision, Distance vision, Peripheral vision, Depth perception and Ability to adjust 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

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finger, handle, or feel; reach with hands and arms.

Compensation

This is a full-time, Non-exempt position. To ensure internal pay equity, the non-negotiable starting pay for this position is \$30.40 - \$31.71 per hour.

To Apply

Please send your resume, cover letter, and any supporting documents to hr@foodbankccs.org with the subject line: "Program Coordinator – Field Service & Support".

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>