

Job Title:	Direct Service Program Manager	Department:	Programs
Reports To:	Director of Programs	Employment Type:	Regular
Classification:	Full-Time	FLSA Status:	Exempt
Location:	Concord	Date Approved:	7/1/2026

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 Direct Service Program Manager leads the planning, staffing, and daily execution of FBCCS's direct service programs, ensuring that eligible community members receive nutritious food through high-quality, compliant, and compassionately run distributions. This role oversees a portfolio of programs including the Senior Food Program, Farm 2 Kids, Extra Helpings, School Pantry Program, Harvest to Home, and Kids Nutrition on Weekends, and requires approximately 30% field work. This position is a vital connector between FBCCS's mission and the neighbors it serves, leading a team dedicated to ending hunger in Contra Costa and Solano counties.

Essential Duties

- Hire, train, supervise, and develop direct service program staff; conduct performance evaluations, provide ongoing feedback, and address employee relations issues in accordance with organizational policies and applicable law.
- Evaluate existing direct service programs for efficacy and compliance; plan and successfully execute improvements as needed.
- Coordinate monthly food orders and the warehouse distribution schedule with the Warehouse Manager and program staff.
- Establish and maintain positive relationships with government and foundation funders; set agendas, schedule, and facilitate meetings with county and community partners.
- Visit direct service program sites regularly; ensure proper staffing at distributions and occasionally provide backup coverage as needed.
- Compile program reports, ensuring accuracy and integrity of data from all sources.
- Maintain an active understanding of poverty and hunger in the local community; assess community needs and grow, innovate, and pilot programs to address them.
- Assist the Director of Programs and Accounting team in allocating funding for special grant food purchases.
- Coordinate FBCCS representation at community coalition meetings, including Families CAN, Healthy and Active Before 5, Food and Nutrition Network of Solano County, and CC HIV/AIDS Consortium.
- Attend department and organization-wide meetings, trainings, and team-building events.
- Operate Food Bank vehicles as needed.

- May need to work occasional weekend days for programs and events.

Skills and Qualifications

Required

- Three or more years of experience in a management position with direct reports, or an equivalent combination of education and experience.
- Strong project management skills, including planning, coordination, budgeting, and time management.
- Proficiency with Microsoft Office Suite; competency with Google Docs; familiarity with inventory software a plus.
- Ability to read, interpret, and write professional reports and correspondence, and to speak effectively before diverse audiences.
- Ability to identify and resolve problems in a timely manner, develop alternative solutions, and use sound judgment in emotionally challenging situations.
- A California driver's license and ability to be insured under the Food Bank's insurance policy.
- Genuine commitment to and enthusiasm for working with people of diverse backgrounds, cultures, and lived experiences; a demonstrated ability to engage respectfully and effectively across difference.

Preferred

- Bilingual English/Spanish.
- Experience in a nonprofit, mission-driven, or community-based environment.

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 the technical proficiency and contextual understanding needed to perform one's role effectively and independently.
- **Organization Support** — Upholding the organization's values, policies, and mission.
- **Teamwork** — Collaborating with a focus on collective success by balancing individual and group responsibilities and exchanging feedback openly.
- **Innovation** — Thinking creatively and resourcefully to generate practical ideas that improve how work gets done.
- **Leadership** — Inspiring trust and motivating others to perform at their best through composure, courage, and decisive action.
- **Performance Coaching** — Setting clear expectations, providing meaningful feedback, and supporting staff growth and recognition.

Additional Information

Job Opening

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 Location

This is an on-site position. Remote work is not guaranteed and may be granted solely at the discretion of the department head.

Work Environment

This position works in an office environment with approximately 30% field work at program sites throughout the service area. The employee may be frequently exposed to work near moving mechanical parts and cold temperatures. The noise level is generally moderate.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Requirements

The employee must occasionally lift and/or move up to 25 pounds. The employee is regularly required to talk or hear, sit, stand, walk, use hands to type and handle materials, and reach with hands and arms. Specific vision abilities required include close vision, distance vision, peripheral vision, depth perception, and the ability to adjust focus.

Reasonable accommodations will be provided for qualified individuals with disabilities upon request.

Compensation

This is a full-time, exempt position. To ensure internal pay equity, the non-negotiable starting pay for this position is \$92,628.00 annually.

To Apply

Please send your resume, cover letter, and any supporting documents to hr@foodbankccs.org with the subject line: "Direct Service Program Manager".

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>