

Job Title:	Program Coordinator – Agency Enhancement	Department:	Programs
Reports To:	Agency Relations Manager	Employment Type:	Regular
Classification:	Full-Time	FLSA Status:	Non-Exempt
Location:	Concord	Date Approved:	7/31/2026

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 Program Coordinator – Agency Enhancement plans and runs the Food Locker and Diaper Programs, builds and sustains partnerships with community agencies, and manages the inventory and logistics that keep food and supplies flowing to the people who count on them. As a key liaison between the Food Bank, partner agencies, vendors, and participants, this role ensures programs run smoothly, meet grant and reporting requirements, and deliver a consistently excellent experience to everyone they touch.

Essential Duties

- Coordinate daily operations of Food Locker and Diaper Programs, including replenishment schedules, inventory levels, and product allocations with warehouse and transportation teams.
- Track utilization trends, participant access patterns, and forecast future inventory needs.
- Assist with new food locker installations, site onboarding, and program expansion/outreach efforts.
- Maintain relationships with partner agencies, schools, community organizations, and host sites.
- Conduct site visits to monitor compliance, troubleshoot issues, and ensure quality standards.
- Train partners on program guidelines, reporting requirements, and distribution procedures.
- Gather participant and partner feedback to inform program improvements.
- Manage assigned agencies to ensure regular operating hours, nutritious food offerings, and monthly service reporting.
- Monitor active member agencies at least every other year (or more often if required, and document each visit with a written report.
- Maintain complete, up-to-date agency files and manage the Agency component of Navision.
- Assist in coordinating the annual Agency Summit.
- Collect and maintain data required for grant reporting and program evaluation.
- Learn Agency Relations, Remote Service Distributions, and Direct Service Programs to provide backup coverage.
- Attend department and organization-wide meetings and trainings.
- Operate Food Bank vehicles as needed; work occasional weekends for programs and events.
- May need to work occasional weekend day for programs and events across all service communities.

Skills and Qualifications

Required

- Two or more years of related experience and/or training; or an equivalent combination of education and experience.
- High level of proficiency with Microsoft Office (Word and Excel) and order processing systems.
- Ability to write routine reports and correspondence.
- Strong interpersonal and client service skills; a high level of professionalism.
- Ability to synthesize and explain complex or diverse information, such as policy and program impact.
- Ability to identify and resolve problems in a timely manner, develop alternative solutions, and use sound judgment in emotionally sensitive situations.
- Basic math skills, including the ability to compute rates, ratios, and percentages.
- 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 with social service or community-based organizations
- Familiarity with inventory software

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.

Additional Information

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

Work Location

This position is approximately 70% office-based and 30% field work. Remote work is not guaranteed and may be granted solely at the discretion of the department head.

Work Environment

This position works in a combination of office and field environments, including partner agency sites and retail locations. The employee may be exposed to work near moving mechanical parts and cold

Job Opening

temperatures. Noise levels are 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 50 pounds. The employee is regularly required to talk or hear, stand, walk, sit, use hands to 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, non-exempt position. To ensure internal pay equity, the non-negotiable starting pay for this position is \$30.40 – \$34.84/hr.

To Apply

Please send your resume, cover letter, and any supporting documents to hr@foodbankccs.org with the subject line: “Program Coordinator – Agency Enhancement”.

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>