FOOD BANK of Contra Costa & Solano

Job Opening

Job Title:	Remote Services Coordinator	**Department:**	Programs
Reports To:	Agency Relations Manager	**Employment Type:**	Regular
Classification:	Full-Time	**FLSA Status:**	Non-Exempt
Location:	Concord	**Date Approved:**	11/13/2026

Who We Are
For over 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 Remote Services Coordinator supports the Food Bank's partner agencies and direct service programs by managing agency orders, coordinating remote and perishable food distributions, and maintaining accurate administrative and compliance records. This role serves as a key liaison between partner agencies, volunteers, warehouse staff, and internal teams to ensure timely, equitable, and efficient food distribution across Contra Costa and Solano counties. The position requires strong organizational skills, attention to detail, and the ability to work both independently and collaboratively in a fast-paced, mission-driven environment.

Essential Duties
- Manage assigned partner agencies and process agency orders through the online ordering portal (Agency Express); review and adjust orders as needed in partnership with the Operations Team.
- Generate cooler and frozen product pull sheets for the Warehouse Team to support order fulfillment and deliveries.
- Process Direct Perishable Distribution (DPD) orders, including creating allocation forms, entering items and quantities distributed into Ceres, and processing required documentation with the Operations Team.
- Provide volunteers and agencies with current inventory availability and agency eligibility information during Remote Distributions; determine and communicate product allocations for each participating agency.
- Ensure agencies sign invoices for Agency Express orders, as applicable; manage all administrative functions related to Remote Distributions, including documentation, coordination, and recordkeeping.
- Create orders and warehouse forms for designated Direct Service programs using menus provided by Program Coordinators; maintain required documentation in collaboration with the Operations Team.
- Monitor active member agencies, including Food Assistance Program sites, at least every other year (or more frequently as required); document each monitoring visit with a written report.
- Maintain accurate, up-to-date files for all member agencies and manage the Agency component of the Navision database.

- Certify food pantries to ensure compliance with Food Bank standards, including regular operating hours, nutritious food baskets, and submission of required monthly service reports.
- Coordinate and/or support the annual Agency Summit event; compile and maintain agency service statistics, shopper data, and mailing lists.
- Assist with Direct Service Programs and serve as backup support as needed.
- Operate Food Bank pool vehicles to support remote distributions, agency monitoring visits, and other offsite duties.
- Attend department and organization-wide meetings, trainings, and team-building events.
- May need to work occasional nights and/or weekend days for programs and events.

Skills and Qualifications

Required

- Two or more years of related experience and/or training; or an equivalent combination of education and experience.
- Demonstrated proficiency with Microsoft Office Suite and Google Workspace.
- Strong customer service skills with the ability to manage difficult or emotional situations with courtesy and cultural sensitivity.
- Ability to read and interpret documents such as safety rules, operating instructions, and procedure manuals; ability to write routine reports and correspondence.
- Ability to communicate clearly and professionally with diverse audiences, including agencies, volunteers, staff, and the public.
- Strong organizational, planning, time management, and interpersonal skills.
- Self-motivated and able to work independently with minimal supervision; able to manage multiple priorities and meet deadlines in a fast-paced environment.
- 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.
- Experience in a nonprofit, mission-driven, or community-based environment.
- Familiarity with inventory management systems.

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 of 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, warehouse facilities, and community distribution locations. The employee may be exposed to work near moving mechanical parts and cold 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 40 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/hr.

To Apply

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