



## Food Recovery Program Coordinator

**Are you an experienced program coordinator who wants to make a difference in the lives of 116,000 Alameda County residents every month?** Are you passionate about using your relationship building skills to make a significant impact and reduce food waste in our community? Do you want to learn program analysis and apply your skills to helping one of the Bay Area's top non-profits — and a nationally recognized leader in hunger relief — demonstrate their community impact? If so, the Alameda County Community Food Bank may be looking for *you* as our next Food Recovery Program Coordinator.

The 2016 Feeding America Food Bank of the Year, Alameda County Community Food Bank is a well-established and multi-faceted organization serving 1 in 5 Alameda County residents. Our organization's success is built on bold decision-making and an environment that embraces innovative thinking. We have received Charity Navigator's top rating for 12 consecutive years, ranking us among the top one percent of charities nationwide.

With our new strategic plan, we are setting a bold trajectory for the long-term work required to dismantle the systems that perpetuate poverty, including racism. Our staff regularly engage in conversations about race, class, power and privilege as part of our organizational commitment to equity, diversity and inclusion. Please learn more about our efforts at [www.accfb.org](http://www.accfb.org).

The Food Bank strives to maximize food recovery through program growth and innovation. The **Food Recovery Program Coordinator** supports that goal by partnering with retailers — think Safeway, Costco, Sprouts — to manage a donation program, cutting out the middleman by diverting food surpluses directly to the community organizations that need them. A critical component of this position is to maintain strong relationships with Alameda County Community Food Bank's member agencies and food donors through site visits, trainings, addressing issues, managing reporting and analyzing data.

### Essential Functions/Responsibilities

- Educate and train ACCFB member agencies and food donors on best practices related to donating, receiving and reporting.
- Maintain food safety and donation program compliance by conducting regular site visits.
- Recruit and onboard agencies participating in the Food Recovery Program.
- Support, plan and implement donor engagement and retention strategies.
- Support data entry and analyze metrics.

### Required Competencies

- Minimum of 2 years' relevant and successful work experience in customer service, program coordination, partnership management, administrative services, and/or compliance/standards enforcement.
- Excellent customer service skills, including but not limited to: Empathy, tact, patience, troubleshooting, and problem-solving. Ability to develop and maintain collaborative and professional relationships.
- Strong computer skills, including proficiency with the MS Office Suite (Word, Excel, Outlook, PowerPoint).
- Clear and effective communicator; excellent presentation and writing skills.
- Comfort and experience working with relational database management systems; including demonstrated ability to maintain/update accurate records, perform queries, compile data and generate reports. Excellent organizational skills with the proven ability to meet deadlines; demonstrated high degree of accuracy and exceptional attention to detail.
- Ability to work independently and often out of the office (30-40% local travel required).
- Knowledge and experience working with people from diverse ethnic, economic, and religious backgrounds.
- Valid California Driver's License, insurable driving record, and access to reliable transportation.

## Preferred Qualifications

- Experience in a nonprofit environment with a variety of stakeholders and deeply rooted community values.
- Experience managing partnerships with small community- and faith-based organizations.
- Experience with Microsoft NAV, Ceres, or ERP systems.
- Knowledge of food safety standards; current ServSafe certification preferred.
- Knowledge of and experience with issues related to hunger and poverty.
- Experience with emergency food programs.
- Experience in food industry supply chain management.
- Experience managing projects from conception to completion, including setting and driving timelines and deliverables, and building consensus in a fast-paced environment.
- Bilingual in English and Spanish, Cantonese, Mandarin, or Vietnamese.

## **PERSONAL ATTRIBUTES AND VALUES**

- Passion, enthusiasm, focus, and creativity around Alameda County Community Food Bank's vision, mission and values of community, leadership, transparency, innovation and diversity.
- Impeccable integrity and honesty.
- Strong work ethic with an orientation toward constant innovation and process improvement.
- Service orientation and the ability to work both independently and in a collaborative setting with people of diverse backgrounds and circumstances.

## **PHYSICAL REQUIREMENTS**

This work is located in an office/warehouse environment with refrigeration and requires 30-40% outside field work. Physical activities necessary in the performance of this job include: Sitting for prolonged periods; mobility to move throughout the food bank; ability to communicate in English, in a clear speaking voice, in person and over the phone; ability to interpret instructions and questions; ability to use a computer; social skills to facilitate assignments.

## **BENEFITS AND COMPENSATION**

This is a full-time, non-exempt position working Monday through Friday, 8:30 a.m. to 5:00 p.m. (one-hour unpaid lunch, a 37.5 hour work week). The non-negotiable starting hourly wage is \$26.95 per hour (approximately \$52,550 per year). We offer an outstanding benefit package including:

- Medical (100% coverage for employees, 93% coverage for dependents)
- Dental (100% for employees and their dependents)
- Vision (optional)
- Flexible Spending Accounts (optional)
- Commuter Benefit Account (optional)
- Employer-paid supplemental life, ADD & LTD insurance — with ability to buy-up for increased coverage.
- 403(b) plan available on the first day, with employer match after 1 year of service.
- Employee Assistance Program (100% coverage for employee and dependents)
- Generous vacation, sick and holiday leave accruals

**If you meet these qualifications and want to join our mission, please send your *resume* and answer our application questions through our Careers page located at**

**[https://accfb.recruiterbox.com/jobs/fk03e5v?cjb\\_hash=O\\_anfN99&apply\\_now=true](https://accfb.recruiterbox.com/jobs/fk03e5v?cjb_hash=O_anfN99&apply_now=true)**

Alameda County Community Food Bank honors our differences and is committed to creating a workplace that celebrates and reflects the diversity of our Community. Applicants who contribute to this diversity are strongly encouraged to apply. ACCFB provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability or genetics. In addition to federal law requirements, ACCFB complies with applicable state and local laws governing nondiscrimination in employment in every location in which the ACCFB has facilities. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.

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