



Farm to Family Coordinator

Location: Downtown Oakland
Reports to: Farm to Family Operations Manager
Employment Type: Full-time, non-exempt, 37.5 hours per week

The California Association of Food Banks (CAFB) was founded in 1995. Our mission is to end hunger in California, and our vision is a well-nourished and hunger-free California, where all people have enough food to lead a healthy life. We work with over 40 food bank members and 6,000 charities to serve more than 2 million low-income people throughout the state.

Position Description: The Farm to Family (F2F) Coordinator is responsible for assisting with gathering documents needed for processing packets and updating contacts related to the F2F program. This position is also responsible for front office/reception duties.

Responsibilities:

- Assist with tracking, requesting, and gathering POD (proof-of-delivery) information from customers and carriers;
- Assist with produce/non-produce offerings/purchase opportunities for our customers;
- Update URoute with changes to contacts and pick-up/delivery locations;
- Scan and file invoice documentation;
- Front desk reception (greeting visitors, answering main phone line, and sorting mail)
- Exhibit proactive customer service with customers/vendors responding to inquiries;
- Demonstrate excellent verbal and written communication with vendors, food banks and CAFB colleagues;
- Back-up/assist with invoice packet preparation - preparing 50 – 60 F2F invoice packets daily with at least 97% accuracy and ensure invoices do not go beyond 40-50 days past due
- Maintain and update the F2F Coordinator desk manual;
- Other job duties as necessary and assigned.

Qualifications:

- Minimum of 2 years professional experience in administrative position;
- A.A. degree desired but not required;
- Computer proficiency in Microsoft Windows, Outlook, Word, Excel and Navision; Intermediate proficiency with Excel preferred, but not required;
- Excellent internal and external customer service skills;
- Quick learner and good listening skills;
- Strong attention to detail with 97%+ accuracy expected, 100% preferred; minimum 50+ WPM typing speed, 60+ WPM preferred;
- Excellent professional written and verbal communication skills; as well as interpersonal skills to develop and maintain effective business relationships within and outside of CAFB;
- Ability to work in a fast-paced, high-volume and multi-tasking environment;
- Good organizational and time management skills;
- Commitment to the mission of CAFB.