

**Job Title:** Agency Relations Program Coordinator  
**Department:** Programs Department  
**Reports To:** Agency Relations Manager  
**Classification:** Regular, Full-time, Non-Exempt  
**Location:** Concord, CA

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**Are you compliance driven with strong interpersonal skills?  
Are you passionate about ending hunger in America?  
If so, we want to hear from you!**

The Agency Relations Program Coordinator directs the network of food pantries and all other agencies that receive food from the Food Bank. This position is fast paced with lots of multi-tasking and customer service needs. The ideal person for this role will be compliance-driven and unafraid to enforce rules, but also professional, compassionate, and understanding of our member agencies' missions and values.

#### **Essential Duties and Responsibilities**

- Monitor active member agencies, including Food Assistance Program sites, and document each monitoring visit with a written report.
- Maintain up-to-date and complete files on member agencies and manage Agency component of Navision database.
- Certify food pantries, making sure that pantries keep regular hours, provide a nutritious food basket, and submit reports with service information each month to the Food Bank.
- Create a quarterly newsletter for partner agencies.
- Design and apply trainings to obtain compliance with Feeding America standards.
- Ability to coordinate annual Agency Summit event with partner agencies.
- Tabulate and maintain agency service statistics, shopper information and mailing lists.
- Learn all facets of the Senior Food Program, Food for Children and Food Assistance Program in order to back up other Program Coordinators.
- Other duties as assigned.

#### **Qualifications**

- Bachelor's degree and one to two years related experience and/or training; or equivalent combination of education and experience.
- Valid CA driver's license and insurance and ability to be covered under the Food Bank's auto insurance policy.
- Ability to occasionally lift up to 40 lbs.
- High level of proficiency with MS Office (Word and Excel) and order processing systems.
- Ability to write routine reports and correspondence.
- A high level of professionalism with solid interpersonal and client service skills.
- Treats people with respect; inspires the trust of others; works with integrity; upholds organizational values.
- Ability to synthesize and explain complex or diverse information, such as policy and impact.
- Ability to identify and resolve problems in a timely manner, develop alternative solutions, and use reason even when dealing with emotional topics where only limited standardization exists.

- Basic math skills including ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret graphs.

**Additional Information**

This position requires ability to work some nights and weekends, outdoors, and in low income areas. Job duties are 70% office, 30% field work. Use of personal vehicle required with mileage reimbursed at the standard federal rate.

**Benefits**

We value our employees' time and efforts. Our commitment to your success is enhanced by our competitive and extensive benefits package including health, dental, and vision, flexible spending account, 403(b), and paid leave to eligible employees. We strive to provide a collaborative, creative environment where each person feels encouraged to contribute to our processes, decisions, planning and culture.

**To Apply**

Please send your resume and any supporting documents to [hr@foodbankccs.org](mailto:hr@foodbankccs.org) with the subject line: "Agency Relations Program Coordinator." Email submission is preferred.

Or by mail to:

**Food Bank of Contra Costa and Solano  
Attn: Human Resources  
4010 Nelson Avenue  
Concord, CA 94520**

For more information about us, please visit: <http://www.foodbankccs.org>

**The Food Bank of Contra Costa and Solano is an Equal Opportunity Employer**