



## Program Coordinator

Do you...

- Understand the daily needs of — and care deeply about — low income communities in Alameda County?
- Relish the opportunity to be out and working in these communities every day?
- Have a passion for maintaining and improving community programs?
- Possess a knack for compliance and enthusiasm for ensuring programs and operations are safe?
- Dream of working at a place with generous benefits that places a premium on professional development?

If you have answered “YES!” to any of these questions, the Alameda County Community Food Bank urges you to apply to be our next **Program Coordinator!**

Our Programs Department is the link between the Food Bank and its network of 200+ community-based organizations that distribute food to our community — and the Program Coordinator owns those relationships. Program Coordinators work with our partners to both maintain their compliance with Food Bank and government standards, and to expand their capacity to distribute food to our community. This position requires frequent travel throughout the county working directly with both community and faith-based organizations. The ideal person for this role will be compliance-driven and unafraid to enforce rules, but also professional, compassionate, and understanding of our partner agency’s missions and visions. Flexibility, resiliency, and experience working with people from diverse ethnic, economic, and religious backgrounds are a must.

Alameda County Community Food Bank is a well-established and multi-faceted organization, which has been at the forefront of hunger relief efforts for 35 years. As one of the most efficient direct-impact organizations in the country, few nonprofits are as well-respected — or have a bigger impact on the community — as us. We are a dedicated group of mission-driven people who serve 1 in 5 county residents and will provide enough food for 30 million meals this year. But that barely scratches the surface of all our work. We’re changing lives ... we’re forward thinkers who encourage innovation ... we’re proud of our work ... and we’re having fun doing it!

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).

### **KNOWLEDGE, SKILLS AND ABILITIES**

#### Required Competencies

- Minimum of 2 years of relevant and successful work experience in customer service, case/client management, administrative services, or compliance/standards enforcement.
- Excellent written and verbal communications skills including comfort and skill in public speaking.
- Able to communicate expectations, establish priorities, work collaboratively, ensure accountability and meet deadlines.
- Strong customer service orientation — both organizational, interpersonal.
- Conduct periodic trainings with partner agencies
- Experience and skill in conflict resolution and de-escalation
- Ability to maintain confidentiality and demonstrate professional ethics at all times
- Excellent interpersonal and diplomacy skills; comfort in navigating difficult conversations with external partners; able to ensure compliance with Food Bank regulations while developing and maintaining collaborative professional relationships.
- Strong computer skills including proficiency with the MS Office Suite (Word, Excel, Outlook, PowerPoint).
- Comfort and experience regularly working with relational database management systems (MS Access, Microsoft NAV, CERES), including demonstrated ability to maintain/update accurate records, perform queries, compile data and generate reports.

- Highly organized with exceptional attention to detail; able to handle multiple assignments in a fast-paced environment.
- Experience working with small community-based and faith-based organizations.
- Experience working with people from diverse ethnic, economic and religious backgrounds.
- Valid California Driver's License, access to reliable transportation, and insurable driving record.

#### Preferred Qualifications

- Experience in a nonprofit organization or government entity providing social services to the community.
- Background in social work, sociology, psychology, public health or similar human services-oriented field.
- Experience managing projects from conception to completion, including setting and driving timelines and deliverables, and building consensus in a fast-paced environment.
- Knowledge of and experience with issues related to hunger and poverty.
- Experience with emergency food programs.
- Knowledgeable in food safety practices.
- Bilingual in English/Spanish or English/Cantonese.

#### **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.
- A sense of humor deftly combined with a can-do attitude.
- Strong work ethic with an orientation towards action, innovation and process improvement.
- Innovative self-starter and problem solver; Flexibility with new and changing environments and situations.
- Ability to work both in a collaborative team environment as well as independently and often out of the office (this position requires 30-40% local travel).

#### **PHYSICAL REQUIREMENTS**

This work is located in both office environment and community settings. Physical activities necessary in the performance of this job include the abilities to: sit for prolonged periods; move throughout the food bank in performance of duties; visit community settings; conduct site visits including walking, bending, stopping, and squatting; communicate in a clear speaking voice in person and over the phone; interpret instructions and questions when asked; and use a computer.

#### **COMPENSATION & BENEFITS**

This is a full-time, non-exempt position working Monday through Friday, 8:30 a.m. to 5:00 p.m. (37.5 hours per week, one-hour unpaid lunch). The non-negotiable starting salary for this position is \$26.95 per hour (approximately \$52,552.50 annually). We offer an outstanding benefit package including:

- Medical: ACCFB pays 100% for employees and 93% for dependents for our Kaiser HMO. Buy-up options to Blue Shield HMO or PPO plans are available.
- Dental: 100% employer-paid for employees and their dependents.
- Vision: Paid by employees.
- Paid time off starting at: 10 vacation days, 12 sick days, 11 holidays, and four paid early closures annually.
- Pre-tax Flexible Spending and Commuter Accounts.
- Employer-paid life, AD&D & LTD insurance, as well as buy-up options for increased coverage.
- 403(b) plan available on the first day with employer match after one year. Fully vested at three years.
- Employee Assistance Program for employees and dependents.
- Free ongoing 1:1 financial coaching and access to an interest, service fee and credit requirement-free short-term loan program after six-months on staff.

**If you meet these qualifications and want to join our mission, please submit your *resume* and answer the application questions *on our careers page* located at <https://www.accfb.org/about-us/careers/>.**

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.