



Volunteer & Community Engagement Coordinator

Are you driven to create meaningful relationships that help business and community groups share in our mission of a hunger-free community? If you thrive on interacting with people *and* have the technical skills to maintain a large database and use it to foster engagement — then Alameda County Community Food Bank’s Volunteer & Community Engagement Coordinator might be the perfect opportunity for you!

The Volunteer & Community Engagement Coordinator facilitates group volunteering by building and maintaining relationships with corporate, faith-based, student and other community groups to involve them in all aspects of the Food Bank’s work, including food sorting, special events, fundraising and advocacy campaigns. The coordinator schedules groups and conducts presentations and tours to inspire and educate volunteers about the many ways ACCFB is working to eradicate hunger. They are a key member of the volunteer team and work broadly across the Food Bank to find ways for groups to more deeply engage with us. The coordinator provides administrative support to the volunteer team and manages our large volunteer database by inputting data, updating shift calendars, producing reports, and communicating with group leaders by phone and email. This role also works closely with our Development and Marketing teams on research, communication, and engagement strategy.

Under the guidance of the Associate Director of Community Engagement Director, the coordinator helps design and implement a community engagement strategy that deepens support in all corners of Alameda County, and brings our organizational values of community, leadership, transparency, diversity and innovation to life through meaningful volunteer and other engagement opportunities. The position requires a personable, proactive, innovative and flexible individual who is dedicated to a collaborative and service-driven approach.

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 4 Alameda County residents. Our organization’s success is built on responsiveness to our community, bold decision-making, a culture of equity and inclusivity, and an environment that embraces innovative thinking to create a healthier, more prosperous and just community *for all*. The distribution of 48 million meals annually, through partnership with more than 400 community organizations, is the core of our efforts — which also include nationally-recognized advocacy and outreach efforts, nutrition and wellness, research, and partnerships in healthcare and education. Please learn more about our efforts at www.accfb.org.

KNOWLEDGE, SKILLS AND ABILITIES

Required Competencies

- 3-4 years of experience in a volunteer/community engagement or similar public-facing role in a customer-service oriented environment.
- Proven ability to deepen relationships through a variety of cultivation tactics. Understands the connection between volunteer engagement and fundraising; experience leveraging volunteer engagement as a fundraising strategy.
- Exceptional customer service skills. Promptly responds to inquiries; prioritizes engagement and cultivation.
- Strong organizational and project management skills with exceptional attention to detail and experience organizing events; able to manage competing priorities and remain agile.
- Strong computer skills including proficiency with MS Office (Outlook, Word, Excel, PowerPoint, SharePoint) email marketing and CRM database software.
- Excellent verbal and written communication skills. Comfortable with presentations and public speaking.
- Critical thinker with planning, analytical and creative resolution skills.
- Experience with or interest in learning about ways to creatively use social media and other media platforms to communicate and drive engagement.
- Understanding of (or interest in learning about) the role community engagement can play in creating just and equitable organizations and dismantling institutional frameworks rooted in white supremacy.
- Ability to occasionally attend functions/activities outside business hours.

Preferred Qualifications

- Bilingual in English and Spanish or Cantonese.
- Experience in a nonprofit or other environment with a variety of stakeholders and deep community roots.
- Experience actively using Salesforce and/or Pardot
- Experience working with or creating events for youth

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; superb judgement, able to handle confidential information discreetly.
- Contributes to building a positive team environment; gives and welcomes feedback; shows desire to learn and grow, both personally and professionally through this work.
- Highly motivated self-starter and a quick learner; strong work ethic with an orientation toward excellent customer-service, innovation and process improvement.
- Ability to interact effectively and respectfully with individuals of diverse backgrounds, experiences and personalities, adept at tailoring communication style for a range of audiences and technical abilities.

PHYSICAL REQUIREMENTS

This work is in a combined office and warehouse environment. Physical activities necessary in the performance of this job include the abilities to: sit/stand and work at a computer workstation and telephone for up to five hours at a time; move throughout the Food Bank facility; and access transportation for team errands and occasional travel to local events and meetings with external parties.

COMPENSATION AND BENEFITS

The non-negotiable starting salary for this position is \$33.05 per hour (approx. \$64,400 annually). Regular hours are Monday through Friday, 7:30 a.m. to 4:00 p.m. (7.5-hour workday, 1 hour lunch). 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 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, 12 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 5% 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 send your *resume* and answer the application questions through our Careers page located at accfb.org/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.