

**Job Title:** Community Engagement Manager  
**Department:** Development  
**Reports To:** Development Manager  
**Classification:** Regular, Full Time, Exempt  
**Location:** On site in Concord, CA

---

### **Who We Are**

For over 45 years, the Food Bank, made up of a diverse staff, dedicated Board of Directors and passionate volunteers, has been leading the fight to end hunger in partnership with our community and in service of our neighbors in need.

### **About this Opportunity**

The Community Engagement Manager is an integral member of the Development team and is responsible for developing a long-term vision and plan for meaningful volunteer engagement and support for the Food Bank's mission and the strategic plan. This position oversees the Volunteer Services team and the Food Bank's Volunteer Ambassador Program. An ideal candidate is a collaborative team player who can think outside of the box and use data to make strategic real time decisions.

### **Essential Duties and Responsibilities**

- Create, oversee, and maintain a comprehensive volunteer program – from identification and clearance to onboarding, training, execution, communications and management/reporting.
- Manage and support the volunteer services team by establishing performance objectives and measuring progress toward goals; develop team skills and abilities to increase effectiveness, and lead team meetings.
- Strategize with the Development Manager to create and maintain a policy and procedure manual based on best practices, determine high-level annual goals, and strengthen volunteer donor relations.
- Reimagine and oversee the Volunteer Ambassador Program, a community outreach tool to train volunteers to represent the Food Bank at community tabling events; and maintain a high level of representation on appropriate community and industry committees.
- Collaborate with the Corporate Relations Manager to create and implement a corporate volunteer program that includes a Food Bank overview and stewardship and cultivation plans.
- Interface as needed with the Salesforce Administrator to provide content and accuracy of the volunteer opportunities and functionality of the volunteer portal.
- Serve as the interdepartmental liaison between Operations, Programs and Volunteer Services to ensure the Food Bank's volunteer needs are met and the needs of the volunteers are met.
- Stay up to date on volunteer trends nationwide and industry wide; use Salesforce dashboards to determine need for volunteers and planning purposes.
- Work closely with the Communications department on the planning, production, inventory and accuracy of volunteer and outreach print and digital materials and ordering of promotional items.
- In collaboration with Operations, Programs and the Volunteer Services team, determine ways in which the Food Bank can expand to include remote volunteer opportunities that inspire deeper support for the mission.

### **Qualifications**

- Bachelor's degree and 3 to 5 years related experience and/or training in Program and/or volunteer management and community outreach and engagement is preferred. An equivalent combination of education and experience will be considered.

- Minimum of 2 years of creative and inspired leadership experience supervising and driving innovation within a department required.
- Actively contribute to building and strengthening a culture of philanthropy - internally and externally - that spotlights the impact of broad community participation and support.
- Self-motivated, pro-active person with a track record of taking projects and events from conception to excellent delivery. Ability to prioritize and advance a large number of complex projects simultaneously.
- Ability to communicate verbally and in writing with individuals at all levels in the organization and with external contacts in an articulate, professional manner while maintaining necessary degree of confidentiality.
- Strong skills with MS Office Suite, internet, social media, and database navigation required. Knowledge of Salesforce and/or Hands on Connect preferred.
- Ability to use data for monitoring, measurement and development of creative solutions.
- Ability to speak and write in a positive manner that gets people excited and engaged with the Food Bank's mission.
- Proven track record working in a collaborative team environment with people of diverse backgrounds and circumstances and the ability to develop strong rapport and relationships with stakeholders at all levels.
- Ability to identify and resolve problems in a timely manner, develop alternative solutions, and use reason. Displays courtesy and sensitivity; manages difficult or emotional situations with a high level of customer service.
- Ability to work efficiently in a fast-paced, deadline driven role.
- Ability to work flexible hours, including evenings and weekends, as needed.
- Valid California Driver's license, current insurance and ability to be insured by Food Bank insurance, and personal vehicle. Ability to drive personal car for work related purposes (mileage will be reimbursed at the standard Federal rate).

### **COVID Requirements**

As a condition of employment, FBCCS requires all employees to be fully vaccinated against COVID-19, unless approved for a reasonable accommodation based on disability, medical condition, or religious belief that prevents you from being vaccinated. If you are vaccinated, you are required to have received at least one COVID-19 vaccine prior to your first day of employment and to provide proof of full vaccination status within 30 days.

### **Additional Information**

**This position requires occasional travel to sites within Contra Costa and Solano counties and the ability to work some evenings and weekends.** In instances of a federal, state or locally declared emergency, Food Bank is typically considered an essential service and emergency responder; all of its employees may be called in to perform regular or emergent duties.

### **Compensation and Benefits**

This is a full-time, exempt position. To ensure internal pay equity, the non-negotiable starting pay for this position is \$79,500 annually.

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, life insurance, flexible spending account, 403(b) employer matching, and paid leave to eligible employees. Plus, we work to maintain the best possible environment for our employees, where people can learn and grow with the organization. We strive to provide an inclusive, collaborative, and creative environment where each person feels encouraged to contribute to our processes, decisions, planning and culture.

## Job Opening

### To Apply

Please send your resume and any supporting documents to [hr@foodbankccs.org](mailto:hr@foodbankccs.org) with the subject line: “Community Engagement Manager.” Email submission is preferred.

Or by mail to:

Food Bank of Contra Costa and Solano  
Attn: Human Resources  
4010 Nelson Ave  
Concord, CA 9452

FBCCS is an Equal Opportunity Employer and complies with applicable state and local laws governing nondiscrimination in employment in every location in which the FBCCS has facilities.

We strive to create a workplace and organization that reflects the communities we serve where everyone feels empowered to be their full, authentic selves. Together, we work innovatively to effectively serve our community. Underrepresented groups are welcomed and encouraged to apply.

FBCCS does not have the resources to sponsor visas, nor any open positions eligible for the H-1B program.

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