



Internal Communications Lead

Pop quiz! What's more important: Clear, concise and impactful communications –or– Enabling a motivated, collaborative, and engaged staff?

If your answer is "That's a trick question – they're equally important" then you may be just who Alameda County Community Food Bank is seeking to lead our Internal Communications!

Alameda County Community Food Bank—the hub of hunger relief efforts in Alameda County –has grown a lot in the last few years. As a large non-profit, we have 140+ hard-working staff working across diverse environments (onsite and remote; in the field and in the office). We're evolving fast to meet the short- and long-term needs of our community. Ensuring all our staff not only clearly understand our strategic direction but are engaged and see themselves in our mission is imperative to our success.

And that's where you come in! The Internal Communications Lead is responsible for developing and implementing internal communications strategies that achieve all this awesomeness. The ideal candidate will dare to experiment to develop the most effective strategies and tactics to nourish our organizational and team cultures, and enable motivated teams. Reporting to the Director of Community Engagement & Marketing, you will work in close collaboration with Executive Leadership, Strategy Implementation, HR, Equity & Inclusion, and MarComm teams—but be supporting the whole organization.

If that sounds cool to you...read on!

KNOWLEDGE SKILLS AND ABILITIES

Required Competencies

- Minimum 5+ years of internal communications or closely related experience, with proven success working in an organization of similar size and role structures. Experience developing internal communications platforms, channels, guidelines, and practices; communicating to frontline teams as well as leadership
- Goal-oriented and strategically-minded; demonstrated initiative and problem solving skills to think first about the outcome(s) needed to be achieved, and then the task(s) to reach the desired outcome.
- Impeccable project management and organizational skills with exceptional attention to detail. Skilled project manager with the ability to prioritize and handle multiple assignments in a deadline-driven atmosphere with minimal supervision or guidance.
- Proven ability to distill and clearly communicate complex information. Able to identify the most critical points to communicate first, while ensuring staff can conveniently access additional details. (A "TL;DR" champion)
- Penchant for storytelling with high-visibility content creation experience. Superb oral communications skills; strong presentation skills and experience with public speaking. Excellent writing and editing skills. Able to follow brand standards and styles while still being creative.
- Excellent consultative skills and ability to communicate and manage effectively across varied stakeholder audiences, including senior organizational leaders
- Ability to develop and maintain collaborative and professional relationships. Strong interpersonal, diplomacy, and empathetic relationship building skills; Strong customer service skills with an ability to relate to people of diverse backgrounds and circumstances.
- Experience with driving and/or communicating JEDI principles in the workplace

- Experienced with Microsoft Office suite of products, especially Teams, Sharepoint, PowerPoint and visual design skills proficiency in Microsoft Office suite. Introductory knowledge of website editing with WordPress or similar CMS.
- Sensitivity in handling confidential information
- Experience with change management processes and techniques
- Ability to attend work functions outside of normal work hours, on weekends and evenings, as needed
- Sincere interest in and commitment to the mission of Alameda County Community Food Bank
- Valid California driver's license with insurable driving record; access to reliable vehicle and ability to spontaneously attend off-site programs, events, etc.

Preferred Qualifications

- Bilingual (written and spoken) a plus
- Experience in progressive issues and/or in a nonprofit environment with a variety of stakeholders and with values deeply rooted in community a plus
- Prior experience serving as an organizational spokesperson

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
- High-energy, positive attitude, collaborative, and flexible
- Able to handle occasional sensitive or confidential information with discretion
- Strong work ethic with an orientation toward constant innovation and process improvement

PHYSICAL REQUIREMENTS

This role is able to work a partial-remote schedule, but **requires a minimum of 3 days per week on-site** at our 7900 Edgewater Drive facility in Oakland. This work is located in an office and a warehouse environment. Occasional local travel involved to visit food bank programs and assist with events. Physical activities necessary in the performance of this job include the ability to: Talking, hearing, writing, reasoning, persuading, interpreting and prioritizing, ability to use and sit at a computer workstation for prolonged periods for up to 5 hours at a time, move throughout the 118,000 sq ft. Food Bank facility in performance of duties, and bend, lift and carry up to 30 lbs. on occasion.

COMPENSATION AND BENEFITS

This is a full-time, exempt position working Monday through Friday, 8:30 a.m. to 5:00 p.m. (7.5 hour workday, 60 minute unpaid lunch). The non-negotiable starting salary is \$85,600 per year. Scroll down for benefits information. 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 Platinum or Gold 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 1:1 financial coaching and an interest, service fee and credit requirement-free short-term loan program.

If you meet these qualifications and want to join our mission, please send your *resume and answer the application questions* on 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.

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