



## Sustainability Program Coordinator

**Are you an experienced program coordinator who wants to make a difference in the lives of 116,000 Alameda County residents every month?** Are you passionate about using your relationship building skills to make a significant impact and reduce food waste in our community? Do you want to learn program analysis and apply your skills to helping one of the Bay Area's top non-profits — and a nationally recognized leader in hunger relief — demonstrate their community impact? If so, the Alameda County Community Food Bank may be looking for *you* as our next Sustainability Program Coordinator.

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 5 Alameda County residents. Our organization's success is built on bold decision-making and an environment that embraces innovative thinking. We have received Charity Navigator's top rating for 12 consecutive years, ranking us among the top one percent of charities nationwide.

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).

The Food Bank strives to maximize food recovery through program growth and innovation. The **Sustainability Program Coordinator** supports that goal by partnering with retailers — think Safeway, Costco, Sprouts —to manage a donation program, cutting out the middleman by diverting food surpluses directly to the community organizations that need them. A critical component of this position is to maintain strong relationships with Alameda County Community Food Bank's member agencies and food donors through site visits, trainings, addressing issues, managing reporting and analyzing data.

### ESSENTIAL DUTIES AND RESPONSIBILITIES

- Onboard agencies participating in the Food Recovery Program and conduct regular site and donation pickup visits to ensure partners are properly trained and abide by the guidelines set forth by Feeding America and ACCFB.
- Support recruitment efforts of potential new food donors. Onboard partner food donors into the Program and conduct annual site visits to foster relationships and ensure compliance.
- Educate agencies and food donors on best practices related to donating, receiving, reporting, and compliance with SB1383 requirements.
- Ensure program meets annual growth metrics; if necessary, work with Sustainability Program Manager to adjust annual program growth goals.
- Oversee logistical components of the Food Recovery Program, including management of agency pick-up strategy and logistics planning based on donation rate and agency need.
- Manage reporting tool for accurate and timely donation tracking. Analyze ongoing donated product mix to maximize store donations.
- Support donor recognition efforts, such as thank you notes, events, campaigns, etc.
- Collaborate with Transportation Manager to develop routes for FRP driver, and train FRP driver on details of program.
- Collaborate with Program Coordinators to troubleshoot any issues that may arise related to donations.
- Manage and update the Food Recovery Retail Donor and Member Agency Databases.
- Support development and ongoing iteration of CRM Database (Salesforce).
- Manage the data entry of the FRP receipts, as needed. Generate detailed reports for analysis, as needed.
- Actively monitor member agency FRP reporting and ensure compliance.
- Facilitate pickup for one-time/on-call donation opportunities with interested donors.

- Facilitate coverage pickups for agencies unable to pick up donations due to closures.
- Assist with building and developing relationships with member agencies and donors to grow program. Assist in organizing agency and retail donor workshops.
- Provide agencies with supplies, as needed.
- Partner with other members of Programs and Operations Departments to provide assistance, as needed.
- Represent Food Bank to other Feeding America food banks, other nonprofits and donors. Attend and participate in relevant conferences, as needed.
- All other duties as assigned.

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

##### Required Competencies

- Minimum of 2 years' relevant and successful work experience in customer service, program coordination, administrative services, or compliance/standards enforcement.
- Experience managing partnerships with small community- and/or faith-based organizations.
- Excellent customer service skills, including but not limited to: Empathy, tact, patience, troubleshooting, and problem-solving.
- Comfort in navigating difficult conversations with external partners – generally related to food safety/quality. Able to ensure compliance with Food Bank regulations, while developing and maintaining collaborative relationships with our partners.
- Strong computer skills, including proficiency with the MS Office Suite (Word, Excel, Outlook, PowerPoint).
- Clear and effective communicator; excellent presentation and writing skills.
- Comfort and experience working with relational database management systems; including demonstrated ability to maintain/update accurate records, perform queries, compile data and generate reports.
- Excellent organizational skills with the proven ability to meet deadlines; demonstrated high degree of accuracy and exceptional attention to detail.
- Ability to work independently and often out of the office (30-40% local travel required).
- Knowledge and experience working with people from diverse ethnic, economic, and religious backgrounds.
- Valid California Driver's License, insurable driving record, and access to reliable transportation

##### Preferred Qualifications

- Experience in a nonprofit environment with a variety of stakeholders and deeply rooted community values.
- Experience with Microsoft NAV, Ceres, or ERP systems.
- Knowledge of food safety standards; current ServSafe certification preferred.
- Knowledge of and experience with issues related to hunger and poverty.
- Experience with emergency food programs.
- Experience in food industry supply chain management.
- Experience managing projects from conception to completion, including setting and driving timelines and deliverables, and building consensus in a fast-paced environment.
- Bilingual in English and Spanish, Cantonese, Mandarin, or Vietnamese.

#### **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.
- Strong work ethic with an orientation toward action, innovation and process improvement.
- A sense of humor deftly combined with a roll-up-your-sleeves, can-do attitude.

#### **PHYSICAL REQUIREMENTS**

This work is in an office/warehouse environment with refrigeration. Outside field work will be a large part of this position (30-40 percent). Physical activities necessary in the performance of this job include: Sitting for prolonged periods; mobility to move throughout the food bank in performance of duties; ability to communicate in English, in a

clear speaking voice, in person and over the phone; ability to interpret instructions and questions; ability to use a computer; ability to analyze information; social skills to facilitate assignments.

#### **BENEFITS AND COMPENSATION**

This is a full-time, non-exempt position working Monday through Friday, 8:30 a.m. to 5:00 p.m. (one-hour unpaid lunch, a 37.5 hour work week). The non-negotiable starting hourly wage is \$33.46. We offer an outstanding benefit package including:

- Medical (100% coverage for employees, 93% coverage for dependents)
- Dental (100% for employees and their dependents)
- Vision (optional)
- Flexible Spending Accounts (optional)
- Commuter Benefit Account (optional)
- Employer-paid supplemental life, ADD & LTD insurance — with ability to buy-up for increased coverage.
- 403(b) plan available on the first day, with employer match after 1 year of service.
- Employee Assistance Program (100% coverage for employee and dependents)
- Generous vacation, sick and holiday leave accruals

**Union Representation:** ACCFB is in partnership with and has a newly established labor union for a portion of our staff. This position is part of the labor union OPEIU, Local 29.

**If you meet these qualifications and want to join our mission, please send your *resume* through 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.

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