

Visitor Experience Coordinator

Are you driven to create meaningful relationships that help individuals, business and community groups share in our mission of a hunger-free community? If you're a big-time people person who relishes speaking in front of a crowd, creating connections, and inspiring community members to share their time and resources, the new Visitor Experience Coordinator role could be the perfect opportunity for you. We are looking for a magnetic public speaker with a creative mind and supreme organizational skills to elevate the onsite visitor experience and support our public events. If you can hold a room with rapt attention, lead a group of 5th graders on a warehouse tour and motivate a group of corporate CEOs to host a fundraiser we would like to hear from you.

As a member of the Community Engagement Team the coordinator plans and facilitates a world-class experience for volunteers and other visitors—from their arrival at our facility to ensuring they leave feeling they have had a meaningful impact on our community and are inspired to stay engaged. From conducting engaging volunteer orientations, to facility tours and impactful presentations about our work, the coordinator creates an unparalleled experience commensurate with the bold and evolving organization that ACCFB is known to be. This position will collaborate across the organization working to educate and motivate our community to volunteer time, advocate for policy change and contribute financially so that no adult, child or senior in Alameda County has to worry where their next meal will come from.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Volunteer and Visitor Relations

- Actively engage volunteers upon arrival and lead welcome orientations.
- Facilitate end-of-shift wrap-ups to thank volunteers and inspire them to deepen their engagement.
- Regularly interact with volunteers on the floor during shifts and with visitors during visits.
- Conduct facility tours and lead onsite presentations designed to educate and inspire action.
- Facilitate guest requests (e.g., meeting rooms, lunch space).
- Regularly solicit donations and make asks for support. (e.g., volunteering, advocating)
- Create and maintain collateral to enhance the onsite experience.
- Maintain volunteer spaces (e.g., breakroom and lobby) and assist in supporting functionality of equipment.
- Occasionally support volunteer logistics during absences or times of high volume or heavy volunteer activity.

Events and Community Engagement Support

- Partner across the Food Bank in the planning and execution of a variety of onsite engagement activities (e.g., fundraising campaigns; advocacy and voter engagement projects).
- Assist with planning, execution and support for volunteer appreciation and other Food Bank events (e.g., Annual Picnic, Family Nights, MLK and Cesar Chavez days of service, Night on the Town, Savor the Season).
- Collaborate with the Community Engagement & Marketing and Communications team on volunteer communication and publications and other engagement initiatives.
- Actively participate/present in and/or moderate team, department, division, and organizational meetings.

Cultivation and Documentation

- Regularly gather and document interactions in CRM database.
- Help maintain volunteer records by assisting with data entry.
- Facilitate and respond to volunteer and visitor communication onsite or by phone and email.
- Collaborate with Development colleagues and other departments to further integrate volunteer resources as a part of Food Bank events and strategic initiatives.

All other duties as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES:

Required Competencies

- 2-3 years of experience in volunteer/community engagement, or similar public-facing role in a similar sized organization with high levels of public interaction and a strong customer-service oriented environment.
- Excellent and engaging public speaking and written communication skills. Excels with group presentations.
- Proven ability to build and deepen relationships through a variety of cultivation tactics. Is excited to promote volunteer engagement and fundraising; experienced and enthusiastic about leveraging volunteer engagement as a fundraising and engagement strategy.
- Exceptional customer service skills. Prioritizes engagement and cultivation.
- Proven ability to work in a team environment.
- Strong organizational skills with exceptional attention to detail, able to manage competing priorities and remain agile. Experience supporting or leading community events.
- Strong computer skills including proficiency with MS Office (Outlook, Word, Excel, PowerPoint, SharePoint) email marketing. Familiarity with CRM databases.
- Experience with gathering content (photo/video) and ways to creatively use social media and other media platforms to communicate and drive engagement.
- Skilled in creating dynamic presentation materials.
- Ability to work shifts and attend functions/activities on evenings and weekends.

Preferred Qualifications

- Experience in a nonprofit or other environment with a variety of stakeholders and deep community roots.
- Experience actively using Salesforce.
- Experience working with or creating events for corporate or business groups.
- Experience and comfort with soliciting financial gifts.
- Experience in cultivating strategic relationships.
- Able to speak a second language other than English. Bilingual English Spanish strongly desired.

PERSONAL ATTRIBUTES AND VALUES

- Passion, enthusiasm, focus, and creativity around Alameda County Community Food Bank's vision, mission and values of belonging, accountability, transparency, community and hope.
- Organizationally-minded – keeps the priorities of the community and organization at the forefront.
- Relishes being in front of a crowd and easily connects with people in one-on-one and group conversation.
- Impeccable integrity and honesty; superb judgement, able to handle confidential information discreetly.
- Skilled connector who relishes developing and cultivating relationships with stakeholders.
- 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, follow-through, and process improvement.
- Ability to interact effectively and respectfully with individuals of diverse backgrounds, experiences, and personalities,

PHYSICAL REQUIREMENTS

This work is in an office and a warehouse environment. Physical activities necessary in the performance of this job include the ability to: Move throughout the 118,000 sq ft. Food Bank facility in performance of duties for up to 2 hours. Sit and work at a computer workstation for up to five hours; bend, lift and carry up to 30 lbs. on occasion; operate manual and electrical equipment; operate a computer and keyboard; communicate in a clear speaking voice in person before large groups and over the phone; access transportation for team errands and travel to local events and meetings with external parties.

COMPENSATION AND BENEFITS

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.

About ACCFB

2025 East Bay Innovation Awards Legacy Awardee, Alameda County Community Food Bank has been at the forefront of hunger relief efforts in the Bay Area since 1985. The food bank serves a community in which 1 in 4 residents experiences some level of food insecurity. 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 49 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.

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.

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