



Community Partnership Coordinator (Projects), Programs Department

- **Are you an experienced Program Coordinator Professional who wants to improve the lives of more than 300,000 Alameda County residents?**
- Are you proactive, self-motivated, and someone who thrives in a fast-paced environment?
- Do you understand the daily needs of — and care deeply about — low income communities in Alameda County?
- Would you relish the opportunity to be out and working in these communities every day and helping one of the Bay Area's top non-profits — and a nationally recognized leader in hunger relief — achieve its mission?

If so, Alameda County Community Food Bank could be looking for **you** as our next Community Partnerships Coordinator of Projects for the Programs Department!

The Community Partnerships Coordinator is responsible for a portfolio of Network Partners and implementing neighbor-focused initiatives, including the Client Voice Project. The objective of this position is to provide support to the Partner Network through training, data collection, data entry, and administrative tasks related to the neighbor-focused projects. Alameda County Community Food Bank has achieved notable success in recent years — and is currently responding to an incredible increase in need in our community due to the pandemic and recession. Even with a passionate network of 420+ agency partners serving more clients — and distributing more food — than ever before, we've expanded our services even further to meet the growth in need.

Our organization's success is built on 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*. With our latest 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.

Essential Duties And Responsibilities

Manage a Caseload of Food Distribution Partners

- Ensure partner and food program compliance with federal, state and local regulations and ACCFB contracts.
- Perform frequent site visits to ensure food safety standards are met and provide tools to help partner agencies improve food safety practices.
- Monitor and assist agency partners in complying with ACCFB and Feeding America agreements and guidelines, including site visits, monthly reports, and food safety certification.
- Work with Quality Assurance team to resolve issues regarding partnership requirements.
- Update and maintain partner agencies' profiles in Ceres and other ACCFB databases.
- Conduct monthly partner health analysis for all agencies in assigned portfolio.
- Other duties as assigned.

Facilitate Service Insights Program

- Facilitate network agency partner onboarding to the service insights system, including recruitment, training, support, and maintenance.
- Lead volunteer and staff training at network sites during food distributions.
- Perform data input, data cleaning and auditing on the Oasis Insight platform.
- Ensure agency partners, staff and volunteers meet standards for data entry, privacy and confidentiality.

- Assist in creation and maintenance of the online training and resources webpages.
- Maintain equipment inventory and assist manager with ordering and distributing supplies.
- Provide feedback and ideas for improvements in efficiency and effectiveness of the project.

Coordination of Projects

- Facilitate projects and initiatives through the project lifecycle (ideation-closing) to achieve agreed upon deliverables of neighbor-facing projects, as directed by the Community Partnerships Manager.
- Guide prioritization of projects and initiatives cross-divisionally in line with ACCFB's strategic plan/mission.
- Assist Community Partnership Manager in the administration of multiple projects, helping ensure that required tasks are completed, risks to project deliverables are reported and mitigated, and open issues are resolved with minimal disruption to project timelines.
- Communicate and collaborate with different teams and stakeholders to help projects move forward as planned, obtain timely approvals, and conclude successfully.
- Create processes and procedures for cross-departmental collaboration for project tracking and reporting.
- Assist with grant and department report requests
- Other duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES

Required Competencies

- Minimum of 3 years of relevant and successful work experience in customer service, case/client management, or administrative services.
- Excellent written and verbal communications skills including comfort and skill in public speaking.
- Highly organized with exceptional attention to detail; able to handle multiple assignments in a fast-paced environment.
- Able to communicate expectations, establish priorities, work collaboratively, ensure accountability, and meet deadlines.
- Strong customer service orientation — both organizational and interpersonal.
- Experience and skill in conflict resolution and de-escalation.
- Ability to maintain confidentiality and always demonstrate professional ethics.
- Excellent interpersonal and diplomacy skills; comfort with explaining basic IT and database related questions to partners and volunteers.
- Strong computer skills including proficiency with the MS Office Suite (Word, Excel, Outlook, PowerPoint).
- Comfort and experience regularly working with relational database management systems (CERES, Oasis Insight or similar), including demonstrated ability to maintain/update accurate records, perform queries, compile data, and generate reports.
- Experience working with community and faith-based organizations.
- Experience working with people from diverse ethnic, economic and religious backgrounds.
- Access to reliable transportation, and insurable driving record.

Preferred Qualifications

- 3-year experience in a nonprofit organization or government entity providing social services to the community.
- Background in social work, sociology, psychology, public health, or similar human services-oriented field.
- Experience managing projects from conception to completion, including setting and driving timelines and deliverables, and building consensus in a fast-paced environment.
- Experience with basic IT support.
- Knowledge of and experience with issues related to hunger and poverty.
- Understanding and/or lived experience with emergency food programs.
- Familiarity with food safety practices.

- Bilingual in English/Spanish or English/Cantonese.

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.
- Commitment to human-centered social and racial justice work and a desire to make an impact in our community and beyond.
- Impeccable integrity and honesty.
- A sense of humor deftly combined with a can-do attitude.
- Innovative self-starter and problem solver; Flexibility with new and changing environments and situations.
- Strong work ethic with an orientation toward innovation and process improvement.
- Servant-leadership mentality with a sense of humor.
- Leads as an action-oriented big picture thinker, yet manages details with a high degree of efficacy, flexibility, and professionalism; brings a roll-up-the-sleeves, can-do attitude.
- Influencer who builds strong relationships and cares deeply about people's development and commits time and energy to coaching, mentoring, and developing team members.

PHYSICAL REQUIREMENTS

This work is in both office environment and community settings. Physical activities necessary in the performance of this job include ability to: Sit for prolonged periods; move throughout the food bank in performance of duties; visit community settings; conduct site visits including walking, bending, stopping, and squatting; communicate in a clear speaking voice; interpret instructions; and use a computer.

COMPENSATION AND BENEFITS

This is a full-time, non-exempt position working Monday through Friday, 8:30 a.m. to 5:00 p.m. (7.5-hour workday, 1 hour unpaid lunch). The non-negotiable starting salary is \$32.33 (approx. \$63043.50). 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.

Union Representation: ACCFB is in partnership with and has a newly established labor union for a portion of our staff. This position is not part of the labor union OPEIU, Local 29.

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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