



## Temporary Program Liaison

- Do you want to improve the lives of more than 300,000 Alameda County residents?
- Are you skilled at coordinating between multiple teams and community organizations?
- Do you want to be a part of one of the Bay Area's top nonprofits' — and a nationally recognized leader in hunger relief — mission towards a more nourished Alameda County?

If this has you excited, you may be a good fit for **Alameda County Community Food Bank's** Temporary Program Liaison. As a member of the Programs Department, this position supports the Agency Services and Client Voice Teams by helping to support community partner organizations, as well as supporting our Client Voice initiative. This is a full-time, temporary position, which will end 4 months after your start date.

### WHAT IS AGENCY SERVICES?

The Agency Services manages ACCFB's relationship with over 350 community organizations, including schools, faith-based organizations, and other non-profit organizations. These partners all run food distributions in service to Alameda County residents, and it's the job of Agency Services to coordinate these key partnerships. In addition to making sure agreements, food safety certifications, etc. are all up to date, we also help to increase the capacity for these partners by providing grant opportunities and advising them on long-term strategy.

This role would also assist the Client Voice Team. Client Voice is a multi-year project that is central to our Strategic Plan. Launched by ACCFB in the fall of 2018, it is an innovative research initiative designed to give the Food Bank and our network of community-based organizations and direct distribution partners better insight into who our clients are and how we can best serve them through the rollout of a cloud-based case management and data analysis platform.

Alameda County Community Food Bank has been at the forefront of hunger relief efforts for 35 years. Few nonprofits are as well-respected — or have a bigger impact on the community — than we do. Through a network of over 300 agency partners, we serve 1 in 4 county residents and will provide enough food for over 50 million meals this year. We're forward thinkers who encourage innovation. We're changing lives, we're proud of our work, and we're having fun doing it!

### ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Process and track agency services include paperwork including membership agreements and monthly reports.
- Monitor and maintain data integrity on site compliance topics (food safety certificates) and training.
- Resolve partner issues regarding compliance with partnership requirements.
- Assist with daily requests, including placing food orders, transportation logistics, etc. as needed.
- Properly file important Client Voice contracts and other documents in Sharepoint.
- Update CERES attributes for the Client Voice database project.
- Assist with Oasis Insight database data merging and cleaning up.
- Provide customer service assistance to Network Partners in the Community Market.
- All other duties as assigned.

**KNOWLEDGE, SKILLS, AND ABILITIES:**

- Knowledge of communities and services in Alameda County.
- Intermediate computer skills (Internet; MS Outlook; MS Word, MS Excel; Zoom; SharePoint preferred).
- Experience with case management or data entry in database software package(s) preferred.
- Excellent customer service skills to ensure empathic response in a timely manner.
- Good organization skills to prioritize and handle multiple tasks.
- Valid California Class C Driver's License, insurable driving record and access to vehicle for spontaneous local travel.
- Bilingual applicants with Cantonese and/or Spanish fluency encouraged to apply.

**PERSONAL ATTRIBUTES AND VALUES:**

- Passion, enthusiasm, focus, and creativity around Alameda County Community Food Bank's vision, mission and values of community, leadership, transparency, and diversity.
- Impeccable integrity and honesty.
- Strong work ethic with an orientation towards constant innovation and process improvement
- Ability to work both independently and in a collaborative setting with people of diverse backgrounds/circumstances

**PHYSICAL REQUIREMENTS:**

This work is located in an office environment with some off-site field work. Physical activities necessary in the performance of this job: sitting for prolonged periods, ability to use a computer to accomplish the duties of the position, mobility to move throughout the food bank in performance of duties and be able to bend, lift and carry up to 30lbs. on occasion. Ability to input data into computers using digits or other methods. Ability to be on the phone listening for prolonged periods. Talking, hearing, writing, reasoning, interpreting and prioritizing. Ability to use a computer, write legibly, and perform basic mathematical tasks. Good interpersonal communication skills to give direction to clients and volunteers.

**COMPENSATION**

This is a full-time, non-exempt, temporary position working Monday through Friday, 8:30 a.m. to 5:00 p.m. (7.5 hour workday; 1 hour unpaid lunch). This position will end 4 months after your start date. The non-negotiable salary for this position is \$26.19 per hour. As a temporary position, this position is not represented by a labor union and does not include healthcare insurance coverage, vacation/sick PTO, or paid holidays.

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 [www.accfb.org/careers/](http://www.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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