



Neighbor Insights Analyst

- Are you an experienced analyst who is passionate about listening to our community and turning neighbor feedback into action that improves ACCFB's approach to eradicating hunger?
- Do you want to use data for good—to shape organizational strategy, drive policy change, and improve how we serve our neighbors and the health of our community?
- Are you ready to apply your expertise in helping one of the Bay Area's top non-profits, and a nationally recognized leader in hunger relief, build a culture of learning that centers equity and advances data democratization?

If you said, "That's me!" to any of those questions, apply to become Alameda County Community Food Bank's next Neighbor Insights Analyst!

The Neighbor Insights Analyst will support cross-functional data and impact evaluation efforts that translate community feedback into actionable insights aligned with ACCFB's Strategic Plan. The role will design and analyze client feedback and impact evaluation systems, support data-informed decision-making across departments, and advance equity-centered improvements to programs, services, and food distribution systems.

They will work cross-functionally, leading community feedback and data-related projects, and delivering analysis that translates data into insights. This role requires experience in survey development and administration, data cleaning, and statistical analysis. Relevant tools and applications are R, Qualtrics, SurveyMonkey, Tableau, Power BI, ArcGIS, and Microsoft Navision/Ceres/Jet Reports.

As part of the Community Health & Evaluation Department, the Neighbor Insights Analyst works under the supervision of the Manager, Impact Evaluation & Analytics. Alameda County Community Food Bank is a well-established and multi-faceted organization, which has been at the forefront of hunger relief efforts for 40 years. As one of the most efficient direct-impact organizations in the country, few nonprofits are as well-respected — or have a bigger impact on the community — as us. We are a dedicated group of mission-driven people who serve 1 in 4 county residents and will provide enough food for 30 million plus meals this year. But that barely scratches the surface of all our work. We're changing lives ... we're forward thinkers who encourage innovation ... we're proud of our work ... and we're having fun doing it!

ESSENTIAL DUTIES AND RESPONSIBILITIES

Data and analytics project management (75%):

- Lead community feedback and survey data projects end-to-end, from scoping through delivery, within a highly collaborative and inclusive environment.
- Support ACCFB's Strategic Plan by implementing an impact evaluation framework, developing metrics and analyses that assess outcomes, and informing new approaches to our work. Assist in the development of evaluation plans that support organizational learning and strategic goals, which may include development of logic models and theories of change. Define outcome indicators that prioritize household food security, access to nutritious food, reduced barriers to services, program satisfaction, and community engagement.
- Using best practices, design, implement, and analyze community and neighbor feedback systems to inform program and operational/procurement improvements. Analyze qualitative and quantitative survey data to identify themes related to accessibility, food quality, service experience, and cultural relevance.
- Coordinating and communicating results of feedback with community at large through various convenings, gatherings, task force groups or other spaces for the purpose of grounding results, seeking feedback about how we collect community input, and co-creating solutions for new and existing programs. Co-facilitate a Neighborhood Council to collaboratively improve programs with community members. Analyze data across

distribution programs, neighbor demographics, community need indicators, and partner network performance. Conduct geographic and demographic analyses to assess equity of access and identify service gaps. Identify trends and insights that help ACCFB strengthen services and target resources where they are needed most.

- Ensure data reliability and integrity by implementing processes that produce consistent results in accordance with privacy guidelines and ethical research protocols. Facilitate improvements in the methodologies, tools, and techniques to enable the team to optimize data collection operations and mitigate potential risk.
- Leverage resources, technology, information, and tactics in a manner that protects reputation and minimizes risk. Uphold robust data security and confidentiality practices to protect client information and organizational reputation.
- Align analytic priorities with the Strategic Plan and equity goals. Development and maintenance of dashboards and data tools to support team and organizational decision-making.
- Identify and analyze external streams of data for business intelligence, advocacy, and research.

Collaboration and Communication (15%):

- Produce clear, actionable findings and translate data into recommendations for Directors and Senior Leadership. Serve as a thought partner to cross-divisional colleagues to improve agency and operations planning and reporting.
- Proactively communicate with team and food bank leadership about project progress, challenges, and resources needed.
- Support identification of knowledge gaps that can be addressed through community feedback to help inform evaluation priorities
- Contribute to and develop presentations as applicable. Present findings of analysis/research projects to internal staff, agency network, clients and other external audiences as applicable.
- Exhibit exceptional translational communication skills when sharing data insights.

Cross-Team Support (5%, as needed):

- Provide supplementary support on general data analysis or reporting tasks in coordination with the Data Analyst, as team capacity requires.

Network engagement (3%):

- Commit to spending time in network understanding our partners and their needs (minimum one full working day per quarter).

Coordination with external partners (2%, when applicable):

- Exemplify ACCFB values of belonging, accountability, transparency, community and hope.
- Build relationships with current and potential partners in the evaluation community; inspire them to deepen engagement with ACCFB and other community partners working to improve food security.
- All other duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES

Required Competencies

- Bachelor's degree with substantial training in community survey methodology, data analysis, and program evaluation required (e.g., social sciences, public health, data analytics); Master's degree in related field preferred. Relevant professional experience may be substituted in lieu of a degree.
- At least 3 years of professional experience in an analytical role as primary function of position, including experience in program/impact evaluation and feedback systems.
- At least 1 year of professional experience with data project management as primary function of position.
- Experience in Qualtrics required.
- Training or demonstrated experience in community-based participatory research (CBPR).
- Experience in R, Tableau, Power BI a plus.

- Familiarity with MS Navision/Ceres/Jet Reports a plus.
- Exceptional analytical skills and attention to detail.
- Demonstrated ability to work responsibly and ethically.
- Demonstrated ability to create translational products — using complex data to derive actionable insights and make recommendations that drive meaningful business impact.
- Ability to communicate complex data problems and issues clearly and effectively (verbally + written) to diverse audiences and stakeholders — including comfort presenting in a group setting.
- Demonstrated ability to develop and maintain collaborative and professional relationships.
- Established track record of supporting inter- and intra-departmental data sharing and utilization.
- Professional commitment to equity, diversity and inclusion in policy and practice. Commitment to learning and to participating in brave spaces in conversation on race and equity.

Preferred Qualifications:

- Experience in a nonprofit environment with a variety of stakeholders and with values deeply rooted in community.
- BIPOC and LGBTQIA+ candidates strongly 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, innovation and diversity.
- Lean into a growth mindset and culture of learning towards the goal of furthering data democratization.
- Ability to empathize with our clients in a compassionate and respectful manner.
- Desire to contribute to a respectful team culture centered on open communication, sharing, listening and recognition of team members at all levels.
- Strong work ethic with an orientation towards innovation and process improvement.
- Innovative self-starter and problem solver.
- Interest in helping our organization move toward tracking our progress towards ending hunger and poverty.
- Ability to work both independently and in a collaborative setting; service orientation for people of diverse backgrounds and circumstances.

PHYSICAL REQUIREMENTS

This work is mostly located in an office environment, but may involve occasional local and overnight travel. Physical abilities necessary in the performance of this job include: sitting for prolonged periods; using a computer to accomplish the duties of the position; ability to be on the phone listening for prolonged periods; talking, hearing, writing, reasoning, interpreting; mobility to move throughout the food bank in performance of duties; bending, lifting and carrying up to 25 pounds on occasion; good interpersonal communication 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. (7.5 hour workday; 30 minute unpaid lunch). The non-negotiable starting salary for this position is \$40.79/hr. (approximately \$79,540.50 per year).

Union Representation: ACCFB is in partnership with and has an established labor union for a portion of our staff. This position is currently NOT part of the labor union OPEIU, Local 29, but may be included in the future. This will entail initiation fees and monthly union dues. For dues questions please contact 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 *submit 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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