



Central California Food Bank
Job Description

Job Title: Special Programs Coordinator
Reports To: Community Programs Manager
FLSA Status: Non-Exempt

Prepared By: HR Manager
Approved By: Director of Programs
Pay Rate: \$20.00/Hr

POSITION SUMMARY:

The Special Programs Coordinator is responsible for implementation and maintenance of Central California Food Bank's special programs, including but not limited to child and senior hunger initiatives, programs in rural areas, programs serving special populations, and other grant-funded special projects and programs. Existing programming includes the School Pantry and BackPack programs, Rural Schools Distributions, Client Choice programs, Groceries2Go, and the Senior Hunger Initiative. This is a non-exempt level position; this person is responsible for ensuring the organization's success in the areas of responsibility outlined below.

The following is a list of major duties and responsibilities for this position. It is not all-inclusive. Other duties and responsibilities may be added as needed and, in addition, management as appropriate may modify this job description.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. General Responsibilities

- a. Implementation and execution of Special Programs outside of Member Partner food pantries, USDA, and Fresh Produce distribution programs.
- b. Develop and maintain relationships with program partners and other involved parties to ensure program/project success.
- c. Respond promptly and thoroughly to all requests for program information and to implement projects within the scope of special and grant-funded programs.
- d. Complete all required external and internal program reporting in compliance with CCFB, Feeding America, and other stakeholder requirements.
- e. Prepare regular reports on activities as required by CCFB and/or its funding organizations.
- f. Utilize software programs required for daily implementation and tracking of special programs (ex: Oasis, Salesforce, Ceres, Microsoft Office, HungerNet, Yammer).
- g. Execution of any future or prospective grant-funded initiatives as needed.
- h. Assist in the administration of client and partner surveys and other evaluation methods.

2. Child Nutrition Initiatives and Program

- a. Develop, coordinate, plan and organize necessary components of initiatives and programs (i.e., menu development, logistics and scheduling, anticipate needs and allocations, etc.).
- b. Communicate and cooperate with both internal and external partners to ensure child hunger initiative program success.
- c. Maintain records of required reporting in compliance with FA and CCFB standards and policies.

3. Groceries2Go Program

- a. Assist with expansion of satellite Groceries 2 Go program locations
- b. Observe and develop an understanding of essential functions of Salesforce for the management and execution of CCFB's "Groceries2Go" satellite pantry sites.
- c. Assist with the recruitment, training, and enhancement of the current Groceries2Go satellite locations.

4. Senior Hunger Initiatives

- a. Identify senior-serving community organizations within our service area, developing relationships, and reinforce our commitment to serving the specified population.

- b. Maintain records of required reporting in compliance with FA and CCFB standards and policies.
 - c. Develop feedback surveys to identify strengths and opportunities of current senior-focused initiatives and programs.
- 5. Provide excellent customer service to all CCFB customers including CCFB clients, staff, donors, logistics personnel, partner organization personnel, volunteers, board members and the general public:**
- a. Engage in the following tasks or behaviors that represent excellent customer service: timely responses, punctuality, and attendance, treating others with respect, being knowledgeable, providing accurate information, using appropriate non-verbal and verbal communication.
 - b. Collaborate and build partnerships with Distribution Center staff on event scheduling and ensure changes are communicated timely.
 - c. Ensure compliance with Feeding America and CCFB regulations and guidelines.
 - d. Provide information and referrals for individuals in need of assistance who call or come to CCFB to address their needs.
 - e. Assist with other agency departments and activities as needed (e.g. events).
 - f. Perform other duties as assigned.

SUPERVISORY RESPONSIBILITIES:

This position does not have supervisory responsibilities.

MINIMUM QUALIFICATIONS:

- College degree in Business Administration, Social Work or Social Services (preferred)
- 2 years + experience working in a non-profit or business setting (preferred)
- Ability to effectively communicate (written and oral) and work well with a variety of stakeholders from different socioeconomic and cultural backgrounds
- Bilingual (Spanish) preferred
- Strong computer skills (word processing, data analysis and management, electronic communication)
- Ability to adapt to quickly changing business environment including learning and applying new training and knowledge
- Demonstrated ability to problem solve, analyze data, make good decisions, and attend to details
- Position requires 50% travel
- Must have valid CA driver's license with good driving record
- Must be insurable by CCFB company vehicle insurance provider

PHYSICAL REQUIREMENTS:

The physical demands described here are representative of those that must be met by an employee to successfully perform essential functions of this job. Reasonable accommodations will be made in accordance with ADA to enable individuals with disabilities to perform the essential job functions.

This position is located at a warehousing/distribution facility. With warehouse and truck traffic in the facility and grounds, a few steps to walk up into the facility and product stacked and stored throughout, this position requires someone who is mobile and who can watch for traffic and normal hazards of a warehouse environment. While performing the job duties of this job, the employee is regularly required to sit, talk, and hear. The employee frequently is required to stand, walk and/or reach with hands and arms. The employee must regularly lift and/or move up to 25 pounds and occasionally lift and/or move more than 50 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, and ability to adjust focus. Must be able to use a computer to track detailed data, write reports and receive information; must be able to communicate by phone and in person; must be able to drive to and from meetings, events, and to run errands.

Central California Food Bank is an at-will employer. This means that employment can be terminated at-will by the company or employee and such termination can be made with or without notice.

*Central California Food Bank is an Equal Opportunity Employer.
Central California Food Bank is a proud member of Feeding America.*

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Job Description Acknowledgement

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By signing below, I am acknowledging that I have received a copy of this job description.

I understand I am to become familiar with my job description's contents as it represents a summary of my job duties, which are not all-inclusive and are subject to change, with or without prior notice. I understand it is my responsibility to talk to my manager or Human Resources if I have any questions regarding my individual job responsibilities or any policies and procedures.

Further, I understand that signing this document does not constitute a contract of employment with Central California Food Bank.

Employee Name (Print)

Employee Name (Signature)

Date