



Central California Food Bank
Job Description

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

Prepared By: Director of Programs
Approved By: Co-CEO
Pay Rate: \$20 per hour

POSITION SUMMARY:

The Special Programs Coordinator is responsible for implementation and maintenance of Central California Food Bank's special programs and projects, including but not limited to senior hunger initiatives, programs in rural areas, programs serving special populations, and other grant-funded special projects and programs. Existing programming includes the Senior Hunger Program, the Farmworker Initiative and short-term feeding opportunities as available. This position will be tasked with implementing new projects that may include surveying clients for food insecurity, leading volunteers and/or interns, developing nutrition standards, and establishing additional community partnerships.

This is a full-time, non-exempt 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:

1. General Responsibilities

- Implement, monitor, and evaluate special programs and projects addressing food insecurity within targeted populations in Fresno, Madera, Tulare, and Kings Counties.
- Develop and maintain relationships with partners and other involved parties to ensure program/project success.
- Develop, coordinate, plan and organize necessary components of initiatives and programs (i.e., menu development, logistics and scheduling, anticipate needs and allocations, etc.).
- Establish new partnerships to expand and implement community programs and assigned special projects, with a focus on low-income, rural, and underserved communities. Partners may include schools, community centers, hospitals, faith-based organizations, and other nonprofit community-benefit organizations.
- Manage client survey implementation processes and procedures; administer the client survey and lead/train volunteers in survey administration.
- Utilize software programs required for daily implementation and tracking of special programs.
- Execution of any future or prospective grant-funded initiatives or projects as needed.

2. Building and Maintaining Community Partnerships

- Provide support to existing program sites through timely responses, regular trainings, site visits, and by monitoring ongoing food distribution activities.
- Onboard new partners by conducting an initial site visit, providing all necessary trainings, collecting required documentation for the partner's file, and ensuring that all other requirements are met per CCFB, Feeding America, and federal, state, and local regulations for the safe and equitable distribution of food.
- Provide ongoing support, technical assistance, and training to partners via phone, email, virtual meetings, and in-person meetings as needed
- Ensure that partners follow all guidelines for volunteer activities, food distribution, reporting, and CCFB recognition and communication guidelines

3. Reporting/Data Collection and Program Evaluation

- Complete all required external and internal program reporting in compliance with CCFB, Feeding America, and other stakeholder or donor requirements.
- Prepare regular reports on program activities as required by CCFB and/or its funding organizations.
- Administer client surveys and analyze/present data findings to CCFB leadership.
- Develop program evaluations to identify strengths and opportunities, gain feedback, and demonstrate impact of current programming.
- Obtain impact stories and testimonials from partner organizations and clients.
- Acquire, review, and track monthly and quarterly reports submitted by partner organizations.
- Maintain accurate listings of program information including contact personnel, partner address and phone number, and recurring distribution dates and times.

4. Communication and Collaboration with CCFB Staff and Volunteers

- Respond promptly and thoroughly to all requests for program information from CCFB staff.
- Lead and train CCFB volunteers and interns as assigned; work with Volunteer Manager to assess volunteer needs.
- Provide support to Community Programs Manager and Director of Programs & Partnerships in the execution of community programs and special projects as needed.
- Build detailed knowledge of Community Programs within scope of responsibility; serve as a resource to CCFB staff and management by providing program information and recommendations when requested.

5. Provide excellent customer service to all CCFB customers including CCFB clients, staff, donors, logistics personnel, partner personnel, volunteers, board members, and the general public.

- Engage in the following tasks or behaviors that represent excellent customer service: timely responses, punctuality, and attendance, treating others with respect, being knowledgeable and providing accurate information, and using appropriate non-verbal and verbal communication.
- Collaborate and build partnerships with Distribution Center staff on event scheduling and ensure changes are communicated timely.
- Ensure compliance with Feeding America and CCFB regulations and guidelines.
- Provide information and referrals for individuals in need of assistance who call or come to CCFB to address their needs.
- Assist with other agency departments and activities as needed (e.g. events).
- Perform other duties and support as assigned.

SUPERVISORY RESPONSIBILITIES:

This position does not have supervisory responsibilities.

MINIMUM QUALIFICATIONS:

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.

- 2 or more years' experience working in a non-profit, social services, or business setting (preferred)
- Ability to effectively communicate (written and oral) and work well with a variety of people from different socioeconomic and cultural backgrounds
- Strong computer skills (word processing, excel spreadsheets, email communication) and the ability to learn new web-based platforms and programs necessary for business operations
- Some college preferred but not required
- Bilingual (Spanish) preferred
- Ability to adapt to a 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 up to 50% local travel; option to use company vehicle, or own vehicle with mileage reimbursement

- 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.*