



## Central California Food Bank

### Job Description

**Job Title:** Groceries2Go Support Coordinator  
**Reports To:** Community Programs Manager  
**FLSA Status:** Non-Exempt

**Prepared By:** Community Programs Manager  
**Approved By:** Director of Programs  
**Pay Rate:** \$20.00 per hour

#### **POSITION SUMMARY**

The Groceries2Go Support Coordinator will be responsible for implementing Central California Food Bank's Groceries2Go Home Delivery program and supporting daily operations of the on-site Groceries2Go pantry. Responsibilities include but are not limited to the facilitation and coordination of the new home delivery model, collaboration with community partners operating a Groceries2Go Pickup satellite location, and providing generalized support to the Groceries2Go Program Coordinator. This individual is expected to provide excellent customer service and adhere to all safety guidelines, quality control, and food safety standards set by Central California Food Bank (CCFB) and Feeding America.

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. Coordinate and oversee all Groceries2Go Home Delivery program activities**
  - Plan and monitor weekly delivery schedule
  - Promptly communicate delivery projections and client information to community partners and transportation providers responsible for delivering
  - Work with CCFB warehouse staff to ensure that correct amounts and types of products are allocated and pulled from inventory to fulfill projected deliveries
  - Collaborate with community partners to schedule pickups adhering to CCFB hours of operation
- 2. Update and maintain Salesforce system for Groceries2Go Home Delivery and Pickup operations**
  - Observe and develop an understanding of essential functions of Salesforce for the management and execution of the Groceries2Go program
  - Execute daily essential functions for processing client records and delivery requests in Salesforce
  - Train, supervise, and serve as a point of contact for volunteers using Salesforce
  - Provide technical support to Groceries2Go satellite location coordinators utilizing Salesforce
- 3. Support Groceries2Go on-site pantry operations**
  - a. Supervise volunteers, community service workers, and other groups to ensure that the pantry is operational, and food is distributed efficiently
  - b. Support tasks and responsibilities identified by the Groceries2Go Program Coordinator, including but not limited to inventory management and restocking, adhering to cleaning and food safety guidelines and expectations, scheduling appointments, and providing customer support
- 4. Provide excellent customer service to all Central California Food Bank customers, including CCFB clients, staff, donors, logistics personnel, community partner organizations, volunteers, board members, and the general public.**
  - Manage questions and client/volunteer interactions in a courteous, professional, and friendly manner
  - Demonstrate effective communication techniques and foster an environment of open

- communication
- Comply with all regulations requiring client confidentiality
- Must adhere to CCFB's core values along with a passion for our mission and vision
- Serves as an active and engaged member of the CCFB team
- 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

**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.

- 1 or more years' experience working in a non-profit or social services organization (preferred), and/or 1 or more years' experience providing customer service
- 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.*

**Central California Food Bank**  
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.

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Employee Name (Print)

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Employee Name (Signature)

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Date