



Central California Food Bank
Job Description

Job Title:	Direct Services Coordinator	Prepared By:	HR Manager
Reports To:	Member Partner Manager	Approved By:	Co-CEO
FLSA Status:	Non-Exempt	Pay Rate:	\$22.10 per hour

POSITION SUMMARY:

The Direct Services Coordinator is responsible for Central California Food Bank’s distributions through its direct service programs, such as, but not limited to, the Neighborhood Market Program and Mobile Pantry Program. 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. Develop and maintain relationships with Direct Service Member Partners:

- Continually work in the community to maintain and expand Neighborhood Market and Mobile Pantry Programs with an emphasis on Kings, Tulare, Fresno, and Madera Counties using census tract data mapping.
- Allocate available resources based on knowledge of the programs and inform Member Partners of available resources to ensure appropriate distribution of CCFB resources.
- Respond to Member Partner calls, requests for information and concerns to ensure all questions are satisfactorily answered, all requested materials are sent, and orientation training are scheduled.
- Work cooperatively with CCFB personnel to ensure effective Member Partner and neighbor education on nutrition and hunger.
- Oversee capacity building and training of Direct Service Member Partner site staff and volunteers to include proper food handling and distribution practices.
- Develop and maintain monthly direct service calendar for the Programs and Distribution Center Staff.
- Serve as a resource for agencies on other community services that may benefit or support their neighbors.

2. Prepare and maintain records and reports:

- Complete all required external and internal program reporting.
- Assist in workshops as needed to educate Member Partners in record keeping for CCFB, sanitation and other areas.
- Prepare regular reports on activities as required by CCFB or its funding organizations.

- 3. Provide excellent customer service to all CCFB customers including CCFB clients, staff, donors, logistics personnel, agency personnel, volunteers, board members and the general public:**
- Engage in the following tasks or behaviors that represent excellent customer service: timely responses, regular site visits, punctuality, and attendance, treating others with respect, being knowledgeable, providing accurate information, using appropriate non-verbal and verbal communication.
 - Collaborate with Distribution Center staff on event scheduling and ensure changes are communicated in a timely manner.
 - 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 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 preferred (Spanish)
- Strong computer skills (word processing, spreadsheet, email)
- 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 independently, and attend to details
- Position requires 50% travel
- Must have reliable transportation
- 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 brief 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