



Central California Food Bank
Job Description

Job Title: Member Partner Coordinator
Prepared By: HR Manager
Director of Programs &
Reports To: Member Partner Manager
Approved By: Partnerships
FLSA Status: Non-Exempt
Pay Rate: \$22.10 per hour

POSITION SUMMARY:

The Member Partner Coordinator is responsible for maintaining and growing relationships with local partner organizations to facilitate food distribution to those in need. This includes assistance in establishing a strong network of food pantries by recruiting partners that align with Central California Food Bank’s mission, implementing food programs in targeted areas, supporting the growth and retention of partner food pantries and ensuring partner compliance with all necessary laws, policies, and guidelines regarding safe food distribution. 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. Increase and maintain Member Partnerships in Fresno and Madera Counties.

- Provide support to existing Member Partners through timely responses, regular trainings, site visits, and by monitoring ongoing food distribution activities.
- Recruit new Member Partners to expand CCFB’s food pantry network with a special focus on low-income, rural, and underserved communities in Fresno and Madera Counties.
- Onboard new Member Partners including conducting an initial site visit, provide 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 Member Partners via phone, email, virtual meetings, and in-person meetings as needed.
- Respond to partner organization calls, requests for information and concerns to ensure all questions are satisfactorily answered, all requested materials are sent, and orientation trainings are scheduled.
- Collaborate with other CCFB staff and management to assist in allocating available resources (i.e., food, technology, equipment) based on knowledge of Member Partner resources, needs, and capacity.

2. Ensure Member Partner compliance and maintain accurate records.

- Monitor Member Partner network by conducting scheduled and unscheduled site visits, observing food distribution operations, and reviewing documentation to ensure compliance with CCFB and Feeding America.
- Review monthly client data reports submitted by Member Partners to ensure timely, accurate, and through reports are submitted to CCFB monthly through the required online client data collection platform.
- Maintain accurate listings of Member Partner information including appropriate program contact

- personnel, organization address and phone number, and recurring distribution dates and times.
- Monitor Member Partner food purchasing and distribution activities to ensure that partners are effectively managing CCFB resources and serving their community equitably.
- Ensure that Member Partners follow all guidelines for volunteer activities, food distribution, client intake, reporting, and CCFB recognition and communication guidelines.
- Build detailed knowledge of Member Partner within scope of responsibility; serve as a resource to CCFB staff and management by providing information and recommendations about Member Partners when requested.

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, punctuality, and attendance, treating others with respect, being knowledgeable and providing accurate information, and using appropriate non-verbal and verbal communication.
- 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 will be made in accordance with the ADA to enable individuals with disabilities to perform the essential job functions.

- High School Diploma required
- College degree in Business Administration, Social Work or Social Services (preferred)
- 2 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
- Bilingual in Spanish (preferred)
- Strong computer skills (MS Office Suite)
- 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 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.*



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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