



Central California Food Bank
Job Description

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

Prepared By: Community Programs Manager
Approved By: Co-CEO
Pay Rate: \$22.10 per hour

POSITION SUMMARY:

The Community Programs Coordinator is responsible for overseeing the implementation and maintenance of various programs and projects at the Central California Food Bank. These initiatives include, but are not limited to, child hunger programs, services in rural areas, support for special populations, and other grant-funded projects. This role emphasizes building and nurturing community partnerships to enhance the reach and effectiveness of these programs. Current programs include the Child Hunger Program, school initiatives, and short-term feeding opportunities as they arise.

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. Community Program Management and Coordination

- Implement, maintain, and monitor programs that address food insecurity in Fresno, Madera, Tulare, and Kings Counties. Organize and evaluate essential components such as menu development, logistics, scheduling, and resource allocation to ensure the success of these programs.
- Manage client survey implementation processes and procedures; administer the client survey.
- Utilize a range of software tools, including, but not limited to Microsoft Office Suite, Ceres, and Agency Express, to manage daily operations, track program performance, and ensure seamless program execution.
- Lead the implementation and execution of ongoing and future grant-funded initiatives or projects, ensuring alignment with organizational goals and compliance with grant requirements.
- Oversee the accurate and timely placement of orders, facilitate smooth workflows, and maintain strong relationships with internal staff and external partners.
- Develop and coordinate collaboration with multidisciplinary teams to monitor progress, address challenges, and ensure the successful achievement of grant metrics and deliverables.
- Respond promptly and thoroughly to all requests for program information from CCFB staff.
- Provide support to the Community Programs Manager and Director of Programs & Partnerships in executing community programs and special projects as needed.
- Develop comprehensive knowledge of Community Programs relevant to the role; act as a resource for CCFB staff and management by providing program details and suggestions when needed.

2. Partner Engagement and Support

- Support existing program sites through timely responses, regular training, site visits, and monitoring of ongoing food distribution activities.
- Establish and cultivate partnerships with community organizations, schools, local agencies, faith-based groups, and community-based organizations to expand and implement programs that address food insecurity in low-income, rural, and underserved communities.

- Onboard new partners through site visits, training, documentation, and compliance with CCFB, Feeding America, and regulatory standards, while offering ongoing support and technical assistance as needed.
- Ensure partners adhere to all guidelines regarding volunteer activities, food distribution, reporting, and CCFB recognition and communication.
- Represent the CCFB at community events, networking opportunities, and partner meetings to promote program visibility and other CCFB initiatives within the community.

3. Data Management and Reporting

- Ensure compliance with grant and funding requirements by completing all external and internal program reporting in accordance with the standards of CCFB, Feeding America, and other stakeholders or donors.
- Gather relevant data and prepare comprehensive reports on program activities, ensuring they meet the requirements set by CCFB or its funding organizations.
- Administer client surveys, analyze data, and present findings to CCFB leadership while evaluating program effectiveness, strengths, and areas for improvement.
- Review and track monthly and quarterly reports from partner organizations, while maintaining up-to-date records of contact details, addresses, phone numbers, and distribution schedules.
- Collaborate with the Development department to gather impact stories and testimonials from partner organizations and clients to highlight program outcomes and success.

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 of 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 a 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.

Employee Name (Print)

Employee Name (Signature)

Date