



**Central California Food Bank**  
Job Description

<b>Job Title:</b>	Workforce Coordinator	<b>Prepared By:</b>	Volunteer and Workforce Manager
<b>Reports To:</b>	Volunteer and Workforce Manager	<b>Approved By:</b>	Co-CEO
<b>FLSA Status:</b>	Non-Exempt	<b>Pay Rate:</b>	\$22.10 per hour

### **POSITION SUMMARY**

The Workforce Coordinator is responsible for supporting and leading participants in the workforce development (WFD) program at Central California Food Bank. This position involves coordinating the program, providing comprehensive support, maintaining accurate records, and fostering collaboration within the community. The Workforce Coordinator serves as the primary liaison for WFD participants, helping them navigate their career journeys within a safe and supportive environment.

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 necessary, and management may modify this job description as needed.

### **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 essential functions.

#### **1. Workforce Development Program Management and Coordination**

- a. Act as a primary point of contact between workforce development participants and staff, ensuring that the needs, concerns, or challenges faced by participants are promptly addressed.
- b. Foster relationships with current and former program participants by providing personalized coaching, resources, continuous support, and follow-up to address their unique needs and challenges.
- c. Collaborate with the Volunteer Coordinator and Operations Lead to effectively train workforce development participants on essential daily procedures, ensuring their success and engagement.
- d. Work with the Volunteer and Workforce Manager, Volunteer Coordinator, Operations Lead, and Program Coordinators to manage projects, including logistics, recruitment, and event planning, ensuring alignment with organizational needs and program objectives.
- e. Ensure high standards of a safe, healthy, and supportive environment for all volunteers, workforce development participants, and staff under all appropriate legislation and regulations.

#### **2. Partner Engagement**

- a. Develop and sustain relationships with existing partners, funders, and program stakeholders.
- b. Identify and cultivate new partnerships to enhance program opportunities and address workforce needs.
- c. Design and implement training sessions, workshops, or seminars in collaboration with partners to address specific skills gaps or industry needs.
- d. Establish partner referral systems to facilitate seamless connections between job seekers and available employment opportunities and support services.
- e. Advocate for the Workforce Development Program and other CCFB initiatives in the community.

#### **3. Data Management and Reporting**

- a. Collect and manage data on participants and programs, including skills assessments, timesheets, training records, and evaluations, monitor attendance, track hours, and measure impact.
- b. Assist the Volunteer and Workforce Manager in preparing monthly and annual reports on volunteer engagement and contributions for both internal and external stakeholders.

- c. Ensure compliance with grant or funding requirements by documenting workforce development activities as needed.
4. **Provide excellent customer service to all CCFB customers including CCFB clients, staff, donors, logistics personnel, partner organization personnel, volunteers, board members, and the general public:**
  - a. Engage in the following tasks or behaviors that represent excellent customer service: timely responses, punctuality, and attendance, treating others with respect, being knowledgeable, providing accurate information, and using appropriate non-verbal and verbal communication.
  - b. Ensure compliance with Feeding America and CCFB regulations and guidelines.
  - c. Perform other duties as assigned.

**SUPERVISORY RESPONSIBILITIES:**

This position has no supervisory responsibilities but involves leading and training workforce participants, with support from the Volunteer and Workforce Manager.

**MINIMUM QUALIFICATIONS:**

- High school diploma or GED required
- Minimum of two years of experience in workforce development, social services, or related non-profit work is required
- Knowledge of workforce development, employment services, career development, and community resources is essential
- Excellent communication skills with the ability to interact with diverse populations of volunteers, participants, staff, donors, and partner representatives in a courteous and professional manner
- Proficient in delivering engaging presentations to diverse audiences of varying sizes and demographics.
- Ability to adapt to quickly changing business environment including learning and applying new training and knowledge
- Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals
- Proficiency in Microsoft Suite applications and database management experience is highly desired

**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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**Central California Food Bank**  
Job Description Acknowledgement

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<b>FLSA Status:</b>	Non-Exempt	<b>Pay Rate:</b>	\$22.10 per hour

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