



Job Description

Job Title: Groceries2Go 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 **Groceries2Go Coordinator** oversees Central California Food Bank's Groceries2Go Program, the online, appointment-based, grocery pick-up program located at Central California Food Bank's distribution facility. This includes supervising volunteers, ordering and restocking pantry items, and overseeing the intake and check-out processes. The coordinator is also responsible for implementing the **Groceries2Go Home Delivery Program**. Key tasks include coordinating the home delivery model, working with community partners on Groceries2Go Pickup satellite locations, and collaborating with another Groceries2Go Program Coordinator in day-to-day operations. This position is expected to provide superb customer service and adhere to safety, quality and food safety standards set by Central California Food Bank.

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. Program Coordination for Groceries2Go onsite pantry

- a. Supervise volunteers, community service workers, and other groups to ensure that the Pantry is operational, and food is distributed efficiently
- b. Oversee and maintain the flow of daily pantry pick-up schedule
- c. Responsible for ensuring all orders for client pickup are ready on time
- d. Manage weekly inventory orders using the Ceres system to maintain consistent stock levels for the pantry, while staying updated on item availability, product codes, and ordering schedules.
- e. Work with CCFB Warehouse staff to ensure that pantry products are allocated and pulled to fulfill daily pantry activities
- f. Collaborate with the Groceries2Go Program Coordinator to support tasks and responsibilities, including inventory management, restocking, adherence to cleaning and food safety guidelines and expectations, scheduling appointments, and providing customer support.

2. Program Coordination for Groceries2Go Home Delivery

- a. Plan and monitor the weekly delivery schedule.
- b. Promptly communicate delivery projections and client information to community partners and transportation providers responsible for delivering
- c. Work with CCFB warehouse staff to ensure that correct amounts and types of products are allocated and pulled from inventory to fulfill projected deliveries.
- d. Collaborate with community partners to schedule pickups that adhere to CCFB's hours of operation.

3. Salesforce System Maintenance and Updates

- a. Learn and perform essential functions of Salesforce for the management and execution of the Groceries 2 Go programs
 - b. Execute essential daily functions for entering and processing client records and requests in Salesforce
 - c. Serve as primary point of contact for CCFB's third party Salesforce support, Ascend, and collaborate to address any updates, reporting, or maintenance issues within Salesforce to enhance platform and program efficiency.
 - d. Train, supervise, and serve as a point of contact for volunteers using Salesforce
 - e. Promptly communicate delivery projections and client information to community partners and transportation providers.
 - f. Work with CCFB warehouse staff to ensure that correct amounts and types of products are allocated and pulled from inventory to fulfill projected deliveries.
 - g. Coordinate pickup schedules with community partners in accordance with CCFB's operational hours.
 - h. Provide support to Groceries 2 Go satellite location coordinators in the use of Salesforce force Input client data into the distribution tracking system, when needed
4. **Provide excellent customer service to all Central California Food Bank customers, including CCFB clients, staff, donors, logistics personnel, agency personnel, volunteers, board members, and the general public.**
- a. Manage questions and client/volunteer interactions in a courteous, professional and friendly manner.
 - b. Demonstrate effective communication techniques and foster an environment of open communication
 - c. Comply with all regulations requiring client confidentiality
 - d. Must adhere to CCFB's core values along with a passion for our mission and vision
 - e. Serves as an active and engaged member of the CCFB team

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 accommodation will be made in accordance with the ADA to enable individuals with disabilities to perform the essential job functions.

1. High School Diploma required
2. Bilingual in Spanish (preferred)
3. College degree in Business Administration, Social Work or Social Services (preferred)
4. 2 years + experience working in a non-profit, social services, or business setting (preferred)
5. Ability to effectively communicate (written and oral) and work well with a variety of stakeholders from different socioeconomic and cultural backgrounds.
6. Ability to generate enthusiasm and interest from others for working on food bank programs.
7. Ability to adapt to quickly changing business environment, including learning, and applying new training and knowledge.
8. Demonstrated ability to problem solve, analyze data, make good decisions, attend to details, and manage projects.
9. Experienced in the use of appropriate computer software, including Microsoft Office Suite.
10. Must have valid CA driver's license with good driving record.
11. 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 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