



Central California Food Bank
Job Description

Job Title:	Member Partner 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 Member Partner Coordinator is a key relationship management role responsible for building, maintaining, and growing partnerships with local organizations to facilitate food distribution for those in need. This position is dynamic and field-oriented, requiring significant time spent out of the office visiting partner sites, engaging with community organizations, and supporting food programs in action.

The ideal candidate is a proactive relationship-builder who thrives on connecting with others, enjoys working in a fast-paced, community-focused environment, and is passionate about advancing Central California Food Bank's mission to serve those in need.

This is a full-time, non-exempt position responsible for ensuring the success of CCFB's programs through strong partner relationships, effective resource management, and active community engagement.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Build and Maintain Member Partnerships.

- a. Serve as the primary point of contact for Member Partners in Fresno, Kings, Madera, and Tulare Counties.
- b. Support existing partners with regular communication, technical assistance, training, and on-site visits.
- c. Recruit new Member Partners to expand CCFB's network, with special focus on low-income, rural, and underserved communities.
- d. Conduct onboarding for new partners, including site visits, training, collection of required documentation, and ensuring compliance with all CCFB, Feeding America, and regulatory requirements.
- e. Collaborate with CCFB staff to allocate resources effectively based on knowledge of partner needs and capacities.
- f. Foster strong, professional relationships through timely, thoughtful communication and proactive support.

2. Ensure Compliance and Accurate Records

- a. Conduct scheduled and unscheduled site visits to monitor operations and ensure compliance with program standards and food safety regulations.
- b. Review and validate monthly partner reports to ensure accurate and timely reporting via the required data platform.
- c. Maintain comprehensive records of partner contact information, distribution schedules, and program participation.
- d. Support partners in managing CCFB resources effectively and equitably.
- e. Serve as a knowledgeable resource for CCFB staff and management on partner activities, challenges, and successes.
- f. Monitor Member Partner food purchasing and distribution activities to ensure that partners are effectively managing CCFB resources and serving their community equitably.
- g. Ensure that Member Partners follow all guidelines for volunteer activities, food distribution, client intake, reporting, and CCFB recognition and communication guidelines.

- h. Build detailed knowledge of Member Partners within the scope of responsibility; serve as a resource to CCFB staff and management by providing information and recommendations about Member Partners when requested.

3. Deliver Outstanding Customer Service.

- a. Provide high-quality service to partners, clients, volunteers, donors, and staff.
- b. Respond promptly to questions, requests, and concerns, ensuring all parties feel supported and valued. Demonstrate professionalism, respect, and clear communication at all times.

4. Other Duties

- a. Participate in team meetings, training sessions, and organizational events as needed.
- b. Perform additional duties as assigned to support CCFB's mission.

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.

- a. High School Diploma required; college degree in Business Administration, Social Work, or related field preferred.
- b. 2+ years of experience in non-profit, social services, or business settings preferred.
- c. Strong relationship-building, communication, and problem-solving skills
- d. Bilingual in Spanish preferred.
- e. Proficient in Microsoft Office Suite and data management systems.
- f. Flexible and adaptable to changing environments and priorities.
- g. Valid CA driver's license with good driving record; must be insurable by CCFB.
- h. Position requires up to 50% local travel; company vehicle available or mileage reimbursement provided.

PHYSICAL REQUIREMENTS:

- a. Frequent standing, walking, reaching, and mobility in warehouse and field environments.
- b. Ability to lift up to 25 pounds regularly and occasionally lift over 50 pounds.
- c. Close vision, distance vision, peripheral vision, depth perception, and ability to adjust focus.
- d. Use of a computer for data tracking, reporting, and communication.
- e. Ability to drive to partner sites, meetings, and events.

WORK ENVIRONMENT:

- a. This role is primarily field-based and involves frequent travel to partner sites.
- b. Work is conducted in warehouse, office, and community settings, requiring awareness of safety and operational procedures.

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