



CAFB Job Posting

Member Engagement Manager

The California Association of Food Banks believes that food is a fundamental right. Food is medicine, it is fuel for learning, a teacher of cultures, and a convener of communities. And right now, 8 million Californians don't know how or when they will next eat.

We're working to change that. We are proud to amplify the voice of food banks and of hungry Californians in the corridors of our statehouse and country's Capitol, in the offices of foundations and corporations, on farms and in fields, and throughout our state. We do this to influence public policy to enhance the safety net, ensure that fresh produce and healthy proteins are accessible to all Californians, connect hungry residents with nutrition programs, and support our 41 member food banks in their work to feed our communities.

Our Values

- Dedication—We are committed to ending Hunger in CA while acknowledging and working to dismantle systems of oppression and injustice that perpetuate food insecurity.
- Inclusion—We value the diverse and intersectional voices, cultures, and experiences of our colleagues and of our state.
- Collaboration—We work with and support each other, our member food banks, partners, and the CA community.
- Transparency—We cultivate trust between each other and among our stakeholders through transparency.
- Accountability—We take ownership of our successes and mistakes, encouraging vulnerability and asking for help.

What You'll Do

The Member Engagement Manager is core to the work of the California Association of Food Banks. As a statewide anti-hunger organization, we bring awareness to the pervasiveness of food insecurity throughout our state, educate about nutrition programs, activate around the policies impacting the nutrition safety net, and elevate the essential role food banks play in our society. As a membership organization, we make sure that food banks have the tools and resources they need to do what they do best: feed our communities.

Reporting to the Director of Communications & Member Engagement, the Member Engagement Manager will be responsible for supporting the member engagement work within the organization, including supporting our programs, content creation, and member network itself. The Member Engagement Manager works closely with all members of our staff as well as food bank staff.

This role keeps a pulse on the needs of the members, facilitates their connections, supports their continuing education, and helps them keep abreast of the latest information, trends, and policies.

Responsibilities:

- Member Network. Be the go-to source of information about our member network, including maintaining lists and maps. Build relationships amongst member network.
- Outreach. Create and implement feedback loops to understand the needs and interests of the food bank network to inform content creation, including surveys.

- Engagement. With the support of the Communications & Member Engagement team, be the primary person responsible for creating and executing on a robust schedule of virtual and in person events for our member food bank staff to learn and connect, including identifying topics/content, finding internal, external, and expert speakers or panels, organizing agendas, drafting scripts, and coordinating logistics.
- Facilitation. Act as a facilitator during meetings, groups, and webinars, and recruit and support food bank member facilitators to ensure successful events.
- Communication. Maintain a ~weekly informational newsletter to member food banks, promote and follow up after events, and sustain forums for information such as the website and member portal, including writing, building, and distributing content.
- Member Meeting & Food ACCESS Conference. Participate in the planning and execution of the annual member meeting and biennial Food ACCESS conference, including logistics, technology, speaker coordination, content creation, promotion, registration, general project management, and more.
- Collaboration. Work as a tight-knit team with the Director of Communications & Member Engagement, Communications Manager, and Communications & Events Associate, supporting team projects and priorities and fill in as needed, including but not limited to editing reports, website updates, call notes, and more.
- Additionally. Take primary responsibility for special projects and other duties, as assigned.

What You'll Bring

- Teamwork mindset – collaboration is the key to quality work.
- Fundamental understanding of engagement practices and virtual event hosting with 3-7 years on the job, preferably at a nonprofit or social good organization.
- Strong project management and content creation skills with the ability to produce timely and relevant newsletters, workshops, webinars, convenings, and discussion groups.
- Ability to set priorities, meet deadlines, and independently manage multiple tasks.
- Ability to develop effective working relationships within and outside the organization, specifically, our food bank members, consultants, etc.
- Effectively and appropriately communicate with our member food banks.
- Outstanding organizational skills and attention to detail.
- Willing to work weekends, early mornings, and evenings (occasionally, as needed)
- Approaches work with flexibility and joy, prone to conjuring unconventional ideas.
- Ability to maintain confidentiality and exercise good judgment.
- Understands the difference between equity and equality.
- Commitment to CAFB's mission and values (dedication, inclusion, collaboration, transparency, and accountability).
- Multi-lingual preferred.
- Skilled command of MS Office Suite (Word, Outlook, PowerPoint, etc.), Zoom, and Mailchimp.
- Membership sales and database management experience, preferably Salesforce, desired.

Employment Details

- Reports to: Director of Communications & Member Engagement
- Employment Type: Full-Time, Exempt position with a 37.5-hour standard workweek.
- Work Mode: Based in Oakland, CA with a hybrid work approach open to working remotely 2-3 days per week with Wednesdays required on-site.
- Travel Requirement: 20%.
- Location: Our downtown Oakland headquarters are in a classic building near the 19th Street BART station. Both the building and the office are ADA-accessible.
- Compensation: The annual salary range is \$66,560 - \$90,520, depending on experience, with target compensation at the midpoint.

- Benefits: Comprehensive benefits package including generous employer-paid medical; dental and vision plans; retirement program with employer contribution; life insurance; PTO and more.

About CAFB

We value diversity and seek to reflect it on our team and how we do business. We aim to attract, develop, retain, and promote a talented and diverse workforce in a culture where all employees will contribute to their fullest potential.

It is the policy of the California Association of Food Banks to fill every position without regard to race, color, religion (all aspects of religious beliefs, observance, or practice, including religious dress or grooming practices), creed, gender (including gender identity and gender expression), marital status, registered domestic partner status, physical disability, mental disability, medical condition (including cancer or a record of a history of cancer), age, sex (including pregnancy, childbirth, breastfeeding, or related medical condition), national origin, ancestry, sexual orientation, genetic information, equal pay/compensation, veteran status, or any other basis made unlawful by applicable law. We are an equal-opportunity employer and strictly prohibit unlawful discrimination by any employee, including managers, supervisors, and co-workers.

To apply, visit <https://apply.workable.com/cafoodbanks>. Applications are accepted until the position is filled.