

**Program Coordinator Lead, Programs Department**

* **Are you an experienced Program Coordinator Professional that’s interested in leadership who wants to improve the lives of more than 300,000 Alameda County residents?**
* Are you proactive, self-motivated, and someone who thrives in a fast-paced environment?
* Do you want to apply your superb organizational, coaching, and leadership skills with impeccable attention to detail to helping one of the Bay Area’s top non-profits — and a nationally recognized leader in hunger relief — achieve its mission?

If so, Alameda County Community Food Bank could be looking for ***you*** as our next Program Coordinator Lead for the Programs Department!

The Program Coordinator Lead is responsible for the responsible for supervising a team of Program Coordinators, while developing, coordinating, and supporting effective and high-functioning partnerships. The Program Coordinator Lead will coach and mentor Program Coordinators and provide excellent customer care to a portfolio of Partner Agencies. Alameda County Community Food Bank has achieved notable success in recent years — and is currently responding to an incredible increase in need in our community due to the pandemic and recession. Even with a passionate network of 420+ agency partners serving more clients — and distributing more food – than ever before, we’ve expanded our services even further to meet the growth in need.

Our organization’s success is built on bold decision-making, a culture of equity and inclusivity, and an environment that embraces innovative thinking to create a healthier, more prosperous, and just community *for all.* With our latest strategic plan, we are setting a bold trajectory for the long-term work required to dismantle the systems that perpetuate poverty, including racism. Our staff regularly engage in conversations about race, class, power and privilege as part of our organizational commitment to equity, diversity and inclusion.Please learn more about our efforts at [www.accfb.org](http://www.accfb.org).

The ACCFB Programs department maintains relationships with over 400 partner agencies that distribute food in Alameda County. The Program Coordinator Lead is responsible for supervising a team of Program Coordinators, while developing, coordinating, and supporting effective and high-functioning partnerships. The objective of this position is to provide supervisory support to help develop high-performing Program Coordinators and to ensure the success of the Partner Network.

**Essential Duties And Responsibilities**

*Supervise a High-Performance Team*

* Supervise two Program Coordinators to help partners increase their capacity to serve the community, including providing support for developing their skills and achieving their goals.
* Provide daily supervision to Program Coordinators, including coaching and mentoring Program Coordinators.
* Support Program Coordinators with establishing and achieving goals through regular one-on-one supervisory meetings, conducting frequent performance reviews, professional development assistance, and timecard approval.

*Manage a Caseload of Food Distribution Partners*

* Ensure partner and food program compliance with federal, state and local regulations and ACCFB contracts.
* Perform frequent site visits to ensure food safety standards are met and provide tools to help partner agencies improve food safety practices.
* Monitor and assist agency partners in complying with ACCFB and Feeding America agreements and guidelines, including site visits, monthly reports, and food safety certification.
* Work with Quality Assurance team to resolve issues regarding partnership requirements.
* Update and maintain partner agencies' profiles in Ceres and other ACCFB databases.
* Conduct monthly partner health analysis for all agencies in assigned portfolio.

*Cultivate and Maintain Strong Internal and External Relationships*

* Manage compliance of partners and food programs through communication, training, monitoring, regular review, and compilation of data; develop recommendations to improve safety and efficiency of distributions.
* Develop strong, positive relationships with partners, including excellent customer service and care.
* Ensure clear and effective communication with partner agencies/food programs in person, by phone, and in writing.
* Represent Food Bank to other Feeding America food banks, other nonprofits, and donors.
* Collaborate actively with other Food Bank departments, including supporting the Regional Partnership Manager in developing new processes to increase efficiency and participating in projects to ensure Network is optimal.
* Facilitate communication between the partner network and ACCFB departments, including Operations, Development, Communications, Client Services, and Finance.

*Build Capacity of Partners*

* Provide support to help partner agencies increase their capacity to serve the community, including conducting a yearly needs assessment. Collaborate with Community Partnership Managers to strengthen agencies' capacity and stability.
* Support the Regional Partnership Manager in the development of pilot initiatives to meet community needs by implementing new processes and training SOPs.
* Identify partner opportunities for growth, optimization, and service improvement.
* Provide information, referrals, and resources to strengthen partners’ ability to respond to client food needs.
* Plan and coordinate partner meetings, trainings, and events.
* On-site presence: minimum 2 full days per week.
* All other duties as assigned.

**Knowledge, Skills and Abilities**

* Minimum of 4 years relevant and successful work experience in customer service, case/client management, administrative services, or compliance/standards enforcement.
* Excellent written and verbal communication skills; able to communicate expectations, establish priorities, work collaboratively, ensure accountability and meet deadlines.
* Strong customer service orientation – both organizational and interpersonal.
* Excellent interpersonal diplomacy skills; comfort in navigating difficult conversations with external partners; ensuring compliance with Food Bank regulations while developing and maintaining collaborative professional relationships.
* Strong computer skills, including proficiency in MS Office Suite (Word, Excel, Outlook, PowerPoint).
* Comfort and experience regularly working with relational database management systems (MS Access, Microsoft NAV, CERES), including demonstrated ability to maintain/update accurate records, perform queries, compile data and generate reports.
* Highly organized with exceptional attention to detail; able to handle multiple assignments in a fast-paced environment.
* Experience working with small community-based and faith-based organizations.
* Experience working with people from diverse ethnic, economic and religious backgrounds.
* Valid California Driver’s License, access to reliable transportation, and insurable driving record.

Preferred Qualifications

* Experience in a nonprofit environment with a variety of stakeholders and deeply rooted community values.
* Bilingual in English/Spanish or English/Mandarin or Cantonese.
* Experience managing projects from conception to completion, including setting and driving timelines and deliverables and building consensus in a fast-paced environment.
* Knowledge of and experience with issues related to hunger and poverty.
* Experience with emergency food programs.
* Knowledgeable in food safety practices.

**Personal Attributes and Values**

* Passion, enthusiasm, focus, and creativity around Alameda County Community Food Bank’s vision, mission and values of community, leadership, transparency, innovation and diversity.
* Impeccable integrity and honesty.
* A sense of humor deftly combined with a can-do attitude.
* Strong work ethic with an orientation towards action, innovation and process improvement.
* Innovative self-starter and problem solver; Flexibility with new and changing environments and situations.
* Ability to work both in a collaborative team environment as well as independently and often out of the office (this position requires 30-40% local travel).

**Physical Requirements**

This work is in both office environment and community settings. Physical activities necessary in the performance of this job include ability to: Sit for prolonged periods; move throughout the food bank in performance of duties; visit community settings; conduct site visits including walking, bending, stopping, and squatting; communicate in a clear speaking voice; interpret instructions; and use a computer.

**Compensation and Benefits**

This is a full-time, non-exempt position working Monday through Friday, 8:30 a.m. to 5:00 p.m. (7.5-hour workday, 1 hour unpaid lunch). The non-negotiable starting salary is $39.17 (approx. $76, 381.50 per year). We offer an outstanding benefit package including:

* Medical: ACCFB pays 100% for employees and 93% for dependents for our Kaiser HMO. Buy-up options to Blue Shield Platinum or Gold PPO plans are available.
* Dental: 100% employer-paid for employees and their dependents.
* Vision: Paid by employees.
* Paid time off starting at: 10 vacation days, 12 sick days, 11 holidays, and four paid early closures annually.
* Pre-tax Flexible Spending and Commuter Accounts.
* Employer-paid life, AD&D & LTD insurance, as well as buy-up options for increased coverage.
* 403(b) plan available on the first day with employer match after one year. Fully vested at three years.
* Employee Assistance Program for employees and dependents.
* Free 1:1 financial coaching and an interest, service fee and credit requirement-free short-term loan program.

**If you meet these qualifications and want to join our mission, please send your** resume and answer the application questions **on our careers page located at** [accfb.org/careers/](file:///C:\Users\mmcgovern\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\OLH9AVGM\www.accfb.org\careers\)

Alameda County Community Food Bank honors our differences and is committed to creating a workplace that celebrates and reflects the diversity of our Community. Applicants who contribute to this diversity are strongly encouraged to apply. ACCFB provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability or genetics. In addition to federal law requirements, ACCFB complies with applicable state and local laws governing nondiscrimination in employment in every location in which the ACCFB has facilities. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.

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