



Partner Agency & Community Engagement Assistant (Fulfillment)

Sacramento Food Bank & Family Services (SFBFS) welcomes people of all backgrounds and circumstances, providing a judgement-free zone for individuals and families throughout Sacramento County. A staff of more than 80 and several thousand volunteers take our mission of fighting food insecurity one step further by offering education and support for families wanting to shape their best tomorrow. More information is available at www.sacramentofoodbank.org.

POSITION DESCRIPTION

The Partner Agency & Community Engagement (PACE) Assistant (Fulfillment) works to strengthen and support Sacramento County's food safety net, serving as a liaison between Sacramento Food Bank & Family Services (SFBFS) and its network of more than 130 feeding partners. SFBFS' partners include food pantries, community meal sites, local housing complexes and a variety of non-profits. This position provides day-to-day customer support to SFBFS' network of partner agencies, assists with agency training, and assists with the facilitation of product to SFBFS' partner agencies. This position also provides administrative support to the PACE team by collecting, organizing, and maintaining partner agency documents, reports, and files.

The Partner Agency & Community Engagement (PACE) Assistant will perform the following (including but not limited to):

- Serve as a liaison for SFBFS' partner agencies in all administrative and customer services issues.
- Field incoming calls and emails for the PACE team.
- Assist with the facilitation of warehouse shopping Monday through Friday.
- Work cooperatively with warehouse staff to help with the facilitation of partner agencies receiving product from SFBFS by assisting with agency communication, scheduling, and resolving customer service issues.
- Assist with partner agency training on topics such as compliance guidelines, product orders, warehouse shopping protocols, and reporting.
- Update Primarius database with up-to-date partner agency information, as needed.
- Maintain PACE section of company website for accuracy of partner agency distribution site information.
- Gather, scan, and file all required agreements, reports, documentation, and certifications from SFBFS' partner agencies.
- Maintain all partner agency files to ensure compliance and accuracy.
- Ability to meet regular attendance/tardiness policy.
- Represent SFBFS at meetings, presentations, and community outreach events, as needed.
- Work off-site during fundraising events and community resource events.
- Occasional nights, weekends and holidays as required.

SKILLS AND EXPERIENCE REQUIRED

- At least one year's experience in office or organizational settings, where customer service skills were required.
- High school diploma or equivalent.
- Experience with Microsoft Word, Excel, PowerPoint, Publisher, Outlook and standard office tasks.
- Clear and effective verbal and written communication skills.

- Good decision-making abilities.
- Good organizational skills.
- Professional demeanor, flexible and able to respond to multiple demands.
- Must have valid California driver's license and insurance, with no more than three infractions/points within a three-year period on personal DMV record.
- Passion for SFBFS' mission.

POSITION DETAILS

- Full-time, non-exempt position; Monday – Friday (40 hours/week), with occasional weekends, evenings and holidays as needed.
- Comprehensive benefits including medical/dental/vision/life/AD&D/LTD, retirement and more.
- Pay Range: \$19.00 - \$21.00 per hour.

Applicants must submit resume, cover letter, [SFBFS' employment application](#) (found here: www.sacramentofoodbank.org/jobs) which should include three professional references to employment@sacramentofoodbank.org for consideration. **No phone calls please.**