



of SANTA CLARA and
SAN MATEO COUNTIES

Position Announcement Member Services Team Manager

About Second Harvest Food Bank

Looking for mission-driven work? Second Harvest Food Bank (SHFB) has a mission – to lead our community to ensure that anyone who needs a healthy meal can get one. As one of the largest food banks in the nation, currently providing food to more than one quarter of a million people every month, SHFB is a trusted community-based organization that was founded in 1974. Despite the immense wealth in Silicon Valley and partly due to the high cost of living, hunger and malnutrition is pervasive. SHFB distributes nutritious foods and more fresh produce than any other food bank in the United States.

SHFB is a \$120 million revenue generating organization (including value of donated food) with a \$41 million cash budget for this year. A highly efficient operation, with 95 cents of every \$1 going to programs that feed hungry people, SHFB is consistently recognized as a charity of choice and in 2012 OpportunityKnocks.org ranked SHFB as the top nonprofit to work for in the country.

With an exciting new strategic plan, SHFB is pursuing innovative efforts to increase access to food resources, as it seeks to feed an additional 100,000 hungry people each month. As we raise the profile of local hunger, mobilizing the right talent will be instrumental to achieving our vision of a hunger-free community. The Vice President of Human Resources will play a critical role in that effort.

About the Position

In this role, you will lead a dedicated team to provide customer-centered, efficient, and reliable delivery of food to nearly 330 community partners at more than 700 sites. You will be at the hub of activity making sure those partners get the support and the food they need. You will oversee a dynamic on-site shopping experience as well as manage innovative on-line ordering and delivery.

Duties and Responsibilities

- **Services to partner agencies:** Manage a portfolio of services for partners such as shopping, produce distribution, and delivery.
- **Partner relationships:** Using your comprehensive knowledge of our partners, manage both the day-to-day relationships as well as mentoring them for expansion to reach more people.
- **Food flow to the partners:** Make it easy for our partner agencies to access the food they need through standard distribution process and continual process improvement.
- **Actively support complementary programs:** Understand and support programs that are using partners to accomplish their objectives, for example Grocery Rescue (rescuing healthy food from major food distributors) and Food Connection (connecting food insecure individuals with food resources).
- **People Management:** Foster a positive, mission-driven culture and strong commitment to excellence.
- **Food Safety:** Ensure Second Harvest's continued adherence to AIB food safety standards.

This job might be for you if:

- Have excellent communication and collaboration skills to drive positive change across the organization and across the Food Bank partner network to adapt to the dynamic needs of the communities we serve.
- Have a strong service orientation with the discipline of effective process and project management skills. Your analytic skills, along with data and metric driven decision making, will be critical.

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- Have the desire to build your organization and bring out the best in your team to earn a reputation for highly responsive customer service for both internal and external customers and clients.
- Can drive innovative methods, merging the relevant best practices of process efficiency, technology automation and people leadership to bring our operations to the highest level of performance.
- Have excellent problem solving skills and desire for continual process improvement.

Qualifications

- Bachelor’s degree from an accredited college in education, social services, nutrition, public health, public administration, urban studies, or a directly related field; experience may be substituted on a year-to-year basis.
- Five years of creative and inspired leadership experience supervising front-line managers or volunteers.
- Highly developed interpersonal and coaching skills and ability to build trust-based relationships inside and outside the organization.
- Two or more years of program and project management experience.
- Experience in a non-profit organization is highly desired.

Reports To:	Director of Community Partnerships
Compensation:	<p>Manager-level position. Competitive salary commensurate with experience.</p> <p>Generous health benefits, Flexible Time Off (FTO) starting at 200 hours/year, ten paid holidays, and excellent retirement savings plan.</p>

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EOE

UNDER-REPRESENTED GROUPS ARE ENCOURAGED TO APPLY

