



of SANTA CLARA and
SAN MATEO COUNTIES

Position Announcement Client Innovation Project Manager

About Second Harvest Food Bank

Based in Silicon Valley, Second Harvest Food Bank of Santa Clara and San Mateo Counties is one of the largest food banks in the nation. Currently providing food to an average of 260,000 people every month, Second Harvest 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 are pervasive. The Food Bank distributes nutritious food, including more fresh produce than almost any other food bank in the country, through a network of 309 nonprofit partners at 985 sites. Second Harvest is pursuing innovative efforts to increase access to food resources as it seeks to feed more hungry people each month. To reach more people, it advocates for anti-hunger policies and connects those in need to federal nutrition programs and other food resources. To learn more about how Second Harvest is building a hunger-free community, visit SHFB.org.

About the Position

The Client Innovation team is looking for a highly motivated, enthusiastic, and organized person to lead project management for the Client Innovation team. This position supports SHFB in creating an excellent experience for our clients and volunteers. The Project Manager must be truly passionate about working collaboratively with people, and must be comfortable with ambiguity while being flexible, responsive, and able to create structure. The role requires exceptional interpersonal communication skills and the ability to work effectively with people from very diverse backgrounds. You will have the opportunity to contribute to a large scale, well-resourced organizational pilot, with a focus on testing and standardizing a positive client experience.

If selected for this position, you will be responsible for:

- Project Management
 - Enhance project planning and documentation
 - Guide project team to meet project milestones on time, on budget, according to plan
 - Manage stakeholder relationships and communication
 - Plan, coordinate and host multi-stakeholder events
- Implementation Coordination
 - Conduct market research
 - Identify and contract subject matter expertise as needed
 - Manage communications with internal and external teams
 - Oversee market test planning and logistics
 - Manage performance measurement and results analysis
 - Document and report on outcomes, recommendations, and next steps
- Administrative Support
 - Coordinate meetings and events
 - Utilize SHFB systems to support Head of Client Innovation
 - Track expenses and create monthly budget reports
 - Develop sustainable processes in collaboration with other internal departments

Qualifications:

- Minimum years of three years of project management experience
- Bachelor's degree (or equivalent experience) and training in design thinking preferred

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San Jose, CA 95125
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BING CENTER
1051 Bing Street
San Carlos, CA 94070
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- You are a creative as well as analytical thinker with the ability to bring structure to ambiguity.
- You have strong attention to detail and a track record of meeting deadlines and expectations.
- You are able to take the initiative as well as direction.
- You have high emotional intelligence and can communicate and work effectively with diverse populations.
- You are deeply passionate about working with a wide diversity of people.
- You are committed to working directly with community members on collaborative solutions to the problem of local hunger.
- You are familiar with administrative software (i.e. Outlook, Smartsheet, Concur)
- Fluency in Spanish, Vietnamese, Mandarin, Cantonese, Tagalog or Arabic is a plus

Reports To:	Head of Innovation
Location:	1051 Bing Street, San Carlos, CA 94070
Hours:	Full-Time, Exempt. Regular schedule with occasional weekends and evenings.
Compensation:	Competitive salary commensurate with experience. Generous health benefits, Flexible Time Off (FTO) starting at 200 hours per year, 10 paid holidays, and an excellent retirement savings plan.

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EOE

UNDER-REPRESENTED GROUPS ARE ENCOURAGED TO APPLY

