



of SANTA CLARA and  
SAN MATEO COUNTIES

## Position Announcement Volunteer Manager

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### 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](http://SHFB.org).

### About the Position

The Client Innovation team is looking for a highly motivated, energetic, and organized person to train and manage our volunteers at our Direct Services (DS) food distribution sites. This is a new position intended to support volunteers in creating an excellent experience for our clients and volunteers. The Volunteer Manager must be passionate about working with people. The role requires exceptional interpersonal communication skills and the ability to work effectively with people from very diverse backgrounds.

### If selected for this position, you will:

- Work with the team to develop, implement, and improve volunteer training processes and materials
- Help plan workshops and train existing volunteers to provide outstanding customer service
- Recruit and train new volunteers
- Design, conduct, and analyze surveys to measure client satisfaction
- Evaluate program and create reports to ensure initiatives are meeting objectives
- Help develop program goals and procedures
- Travel regularly to sites throughout San Mateo and Santa Clara counties
- Collaborate with cross-functional teams

### Qualifications

- Bachelor's degree (or equivalent experience) and at least 2 years of experience in a supervisory role at a non-profit organization
- Passionate and knowledgeable about customer service
- Organized, self-starter, and have a high attention to detail
- Experience working with volunteers
- Experience creating training and education materials
- Ability to communicate respectfully and effectively with volunteers, paid staff members, and clients
- Experience working with people from diverse backgrounds

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BING CENTER  
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- Be able to work on some weekends and evenings
- Reliable transportation and a valid CA driver license

**Bonus Qualifications:**

- Experience working with food-insecure people
- Bilingual or multilingual (Spanish, Vietnamese, Mandarin, Cantonese, Tagalog)

<b>Reports To:</b>	Head of Client Innovation
<b>Location:</b>	750 Curtner Ave, San Jose CA 95125
<b>Hours:</b>	Full-Time, Exempt. Regular schedule with occasional weekends and evenings.
<b>Compensation:</b>	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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