



of SANTA CLARA and  
SAN MATEO COUNTIES

## Position Announcement

### Senior Manager of Community Partnerships

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#### About Second Harvest Food Bank

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

Based out of San Jose and San Carlos, Second Harvest is hiring a Senior Manager to utilize existing systems as well as use creativity and innovation to build and strengthen the network with an end goal of a hunger-free community.

You will lead a dedicated team to provide customer-centered, efficient, and reliable delivery of food to our community partners and distribution 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 online ordering and delivery.

Our team collaborates with a wide variety of community organizations to provide healthy food and nutrition services to low-income individuals in Santa Clara and San Mateo Counties. Additionally, the team supports capacity building with our partners and ensures maximum utilization of Food Bank services, trainings, and nutrition education opportunities.

#### This job might be for you if:

- You are a leader who motivates people and gets the job done. You are a team player that fosters a positive, mission-driven culture and strong commitment to excellence.
- You are excellent at coaching and developing your team and nurturing relationships.
- You have proven experience in project management, collaboration, planning, and evaluation.
- You feel highly comfortable writing up data analysis in an easily understandable format and using the results to practically inform your programs.
- You have experience making presentations and compelling arguments to move initiatives.
- You have experience designing and implementing training programs.
- You know the value of providing excellent customer service.
- You can juggle many different projects seamlessly.
- You are organized and optimistic.

#### Qualifications

- Bachelor's degree from an accredited college in 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.

CURTNER CENTER  
750 Curtner Avenue  
San Jose, CA 95125  
T 408-266-8866  
F 408-266-9042

CYPRESS CENTER  
4001 North First Street  
San Jose, CA 95134  
T 408-266-8866  
F 408-266-9042

BING CENTER  
1051 Bing Street  
San Carlos, CA 94070  
T 650-610-0800  
F 650-610-0808

- Five or more years of program and project management experience. Experience in a non-profit organization is highly desired.
- Highly developed interpersonal and coaching skills and ability to build trust-based relationships inside and outside the organization.
- Proven record of accomplishment in building successful relationships with a variety of stakeholders.
- 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.
- Strong service orientation with the discipline of effective process and project management skills. Analytic skills, along with data and metric driven decision making.
- 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.
- Ability to 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.
- Excellent organizational, writing, and public speaking skills. Proficiency in MS Office, Word, Excel, and PowerPoint is required. A working understanding of databases and technology applications is strongly preferred.

<b>Reports To:</b>	Director of Community Partnerships
<b>Positions Reporting to Senior Manager of Community Partnerships:</b>	2 Partnership Managers 2 Partnership Coordinators
<b>Location:</b>	Curtner Center & Bing Center
<b>Hours:</b>	Full-Time, Exempt. Regular schedule with occasional weekends and evenings.
<b>Compensation:</b>	Manager-level position. Competitive salary commensurate with experience. Generous health benefits, Flexible Time Off (FTO) starting at 200 hours/year, ten paid holidays, and excellent retirement savings plan

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