



of SANTA CLARA and  
SAN MATEO COUNTIES

## Position Announcement Regional Program 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:

This position is responsible for the management of food distribution programs that ensure ongoing nutritional support for low-income individuals and families. In the region assigned, the Regional Program Manager is responsible for excellent execution of all food distributions, excellent relationships with the local partners providing support through food distributions, active management of the volunteers that staff these distributions, and the delivery of a best in-class client experience. This job typically requires incumbent to be working in the field a minimum of 30% of the time.

### This job might be for you if:

- You are passionate about fighting hunger in your community.
- You enjoy developing and maintaining relationships and possess cultural humility in your work with a diverse set of clients, volunteers, partner-organization representatives, and Food Bank colleagues.
- You embrace the importance of the customer and volunteer experience, including effective incident management, always ensuring the best possible levels of service quality are maintained.
- You enjoy process and program management as you will provide management and oversight of the distribution process over 35 distribution locations, ensuring quality, accuracy, and consistency in our process and in our records.
- You are skilled and enjoy the challenge of identifying, planning and implementing programs, changes and initiatives to better serve the needs of the community
- You are skilled at analyzing and presenting data and utilizing for decision-making; you proactively recognize and respond to patterns and trends
- You have an attention to detail and ensure program policies are accurate and up-to-date
- You are experienced at training and overseeing the work of volunteers
- You are capable of representing the Programs and Services department and Second Harvest Food Bank at both internal and external meetings

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

- You like to work collaboratively with other food banks’ staff and community partners on the development of new programs and to effectively support existing programs and services

## Qualifications

- Bachelor's degree from an accredited college in social sciences, or a directly related field; experience may be substituted on a year-to-year basis. Minimum of 5 years program management experience.
- Demonstrated experience in program development and/or community organizing activities. Experience working collaboratively with diverse community groups and in diverse environments. Working knowledge of public and private community service resources within San Mateo and Santa Clara Counties.
- Excellent people management skills.
- Ability to perform multiple duties independently with a minimum of supervision. Ability to make frequent changes of routine and pace of activity due to unpredictable customer demands without loss of efficiency or composure.
- Proven ability to work as a team player, establish, and maintain good relationships with people of various ages, educational, ethnic, and socioeconomic backgrounds. Demonstrated ability to motivate individuals.
- Excellent computer skills, particularly word-processing and database management. Proven record of accuracy in collecting, compiling, and reviewing data.
- Demonstrated ability to express ideas clearly via telephone, orally, and in writing.
- Possession of a valid California Class C driver’s license and a clean DMV record. Willingness to drive personal vehicle, as necessary. Compensation for business mileage is reimbursable at standard IRS rate.
- Fluency in another language like Spanish, Vietnamese, or Chinese, both oral and written, is a plus.

<b>Reports To:</b>	Director of Programs
<b>Location:</b>	1051 Bing Street, San Carlos, CA 94070 – with about 30% time traveling throughout San Mateo County, and to a lesser extent Santa Clara County.
<b>Hours:</b>	Typically M-F, 8 to 5, with the ability to work flexible hours, including some early mornings, evenings and weekends.
<b>Compensation:</b>	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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