



of SANTA CLARA and
SAN MATEO COUNTIES

Position Announcement Volunteer Specialist

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 Volunteer Specialist will oversee a diverse group of volunteers and lead them in group activities such as, food sorting, repackaging, relabeling, and various volunteer projects. The optimum team player will support, promote, and provide a safe and rewarding volunteer experience that is in alignment with Second Harvest's mission. This position requires someone that has the flexibility to work weekends and evenings on occasion. Although this position generally resides in North San Jose, the Volunteer Specialist will be required to travel to our sites in South San Jose, San Carlos, or other surrounding locations to fill in as needed.

Duties and Responsibilities

- Meet and Greet Orientation – welcome volunteers and orient them with the Second Harvest history, mission, and goals. Work with volunteers to provide safety training, including training for special-needs groups.
- Volunteer Registration Process – assist volunteers with sign-in processes, collect Volunteer Agreements and pertinent documents, assist with registration compliance of court-mandated participants, and maintain volunteer forms and informational displays.
- Train and Supervise volunteers engaged in various warehouse sorting projects – provide overall training on food sorting protocols, identify and assign sorting projects to appropriate volunteer groups, and assign and train team leaders on various project initiatives and protocols.
- Warehouse sorting projects – prepare project areas, identify and provide supplies, proactively provide support throughout the sort, and provide project status and results to Volunteer Manager.
- Manage the Reclamation Room and Presort Area – maintain accurate inventory records and order and stock supplies.
- Monitor sort supplies – organize storage supplies and perform monthly sorting supply inventory and supply ordering.
- Perform duties in accordance with warehouse and inventory processes and procedures – maintain accurate and timely documentation, ensure volunteer compliance with Second Harvest's protocols, and research and report inventory discrepancies related to sorts.
- Perform duties in accordance with Second Harvest's safety policies, housekeeping, and sanitation policies.
- Work with supervisor to achieve goals and objectives.

Qualifications

- High school diploma or equivalency desired, with a minimum of two (2) years' work experience, specifically in a warehouse environment, with knowledge of inventory control practices.

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750 Curtner Avenue
San Jose, CA 95125
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F 408-266-9042

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

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

- Ability to effectively interact with diverse backgrounds, including youth and seniors.
- Effective communication skills, both verbally and written.
- Must be comfortable with change, as it relates to processes and protocols.
- Ability to work independently, with minimum supervision, and work just as effectively in team environments.
- Forklift certification is required. Proven ability to operate safely all types of warehouse equipment, including, but not limited to, manual and electric pallet jacks, forklifts, and dock levelers.
- Basic Microsoft Office skills are required- including Word, Excel, and Outlook.
- Must possess a valid California driver license and a clean DMV record. Willingness to drive personal vehicle, as necessary.
- Ability to safely exert force and/or lift or carry items weighing 20 to 100 pounds occasionally, and up to 50 pounds frequently.
- Up to 2/3 of the time: walk; sit; squat; bend; twist, reach at various heights above and below shoulder level.
- Up to 1/3 of the time: push or pull; lift or carry large, heavy, awkward objects while maneuvering in a confined space; e.g., narrow aisles, high density storage areas, inside of a truck box, etc.; ascend or descend flights of stairs; climb in or out of trucks, docks and/or forklifts.
- Work inside freezers and coolers with a temperature range of -10 degrees F to 38 degrees F.
- Ability to perform duties in accordance with Second Harvest's Safety Policies and Injury Prevention Program.

Reports To:	Manager of Volunteer Services
Location:	4001 North First Street, San Jose, CA 95134
Hours:	Full-time, Non-Exempt. Monday through Friday with some weekends and evenings required.
Compensation:	Competitive salary commensurate with background and experience. Outstanding and generous health benefits program, Flexible Time Off (FTO) starting at 160 hours/year, ten paid holidays, and retirement plan.

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EOE

UNDER-REPRESENTED GROUPS ARE ENCOURAGED TO APPLY

