



of SANTA CLARA and  
SAN MATEO COUNTIES

## Position Announcement Volunteer Coordinator

### 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

We are seeking a Volunteer Coordinator to join our Volunteer Services team. Time will be primarily at the Bing (San Carlos) location, although it is possible to be scheduled at our other locations in San Jose from time to time.

In this role, you will create a memorable, positive experience for our onsite volunteers. This is a heavily outward facing role and over 50% of your time will be in direct contact with volunteers. You should be comfortable with dynamic public speaking skills with groups ranging in size from 5 to 105. You will possess strong customer service skills and be able to communicate effectively verbally and in writing to diverse groups. You will have an attention to detail and be able to provide support to the Volunteer Manager, including coordination of personnel, volunteer projects, team leaders, and other tasks as directed.

### This job might be for you if:

- You enjoy face-time with volunteers and colleagues and are passionate about working collaboratively with diverse groups of people.
- You have excellent public speaking skills and can employ different communication styles for different groups as needed.
- You love working with people of all ages, including teenagers and families.
- You have solid writing skills and a high attention to detail.
- You are proficient in the Microsoft suite, especially Outlook, Excel, and Word.
- You embrace technology and can lead the team in adoption of new processes and technology.
- You like to create processes that support the needs of the department, proactively working with the team to ensure that it is being followed and maintained diligently.
- You are comfortable with operating warehouse machinery currently OR are willing to go through training to acquire those skills.
- You have a desire to strongly support the Volunteer Managers and are dependable and results oriented.
- You are comfortable with supervision and like to work in a team environment
- You want to work for an organization that has real impact in the community. At the end of the day, you get to go home knowing the work you did helped to put food on the table for a neighbor in need.

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

## Qualifications

- Friendly, outgoing, and positive “people person” possessing the ability to work independently and with others.
- Excellent writing and public speaking skills.
- Proficiency in MS Office, Word, Excel and PowerPoint is strongly preferred.
- Experience with Salesforce is a definite plus, and/or a willingness and ability to master a new technical tool.
- Bachelor’s degree from an accredited college is preferred; relevant experience may be substituted on a year-to-year basis.
- Demonstrated experience in customer facing roles.
- Proven record of accomplishment in building successful relationships with a variety of stakeholders.
- Demonstrated ability to multi-task, set priorities, organize, plan and carry out activities to meet specific timelines while maintaining composure under pressure.
- Dependable in maintaining work hours; proven record of accuracy in completing and reviewing data.
- Excellent organizational and communication skills.
- Proven ability to operate as a team player and establish and maintain good relationships with people of various ages, education, ethnic and socio-economic backgrounds.
- Exert force and/or carry items weighing twenty (20) to fifty (50) pounds.
- Able to walk, sit, squat, bend, twist, and generally be able to be “on your feet” for a significant part of the day.

<b>Reports To:</b>	Director of Volunteer Services
<b>Location:</b>	1051 Bing Street, San Jose, CA 94070
<b>Hours:</b>	Full-time, Non-Exempt. Monday through Friday with some weekends and evenings required.
<b>Compensation:</b>	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

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