



**SECOND HARVEST**  
of SILICON VALLEY

## Position Announcement Data Operations Lead

### About Second Harvest Food Bank

Founded in 1974, Second Harvest of Silicon Valley is a trusted leader in ending local hunger and is one of the largest food banks in the nation. The organization distributes healthy groceries through a network of 309 partners at 985 sites in Santa Clara and San Mateo counties. Due to the prohibitively expensive cost of living in Silicon Valley, hunger is at an all-time high as more and more families are forced to sacrifice nutritious food for housing. Second Harvest is helping to keep people healthy and housed by providing enough nutritious food for 57 million meals a year — half of which is fresh produce. Second Harvest also connects people to federal nutrition programs and other food resources, and advocates for anti-hunger policies on the local, state and national levels. To learn more about how Second Harvest is building a hunger-free community, visit [shfb.org](http://shfb.org).

### About the Position

The Data Operations Lead will perform high level gift processing tasks. The Data Operations Lead is responsible for the gift processing coordination of the monthly giving and stock donations programs, oversight of data entry, liaison to the Donor Relations team for troubleshooting, and overall data integrity. This position provides intensive support to the Development Operations Supervisor and leads the donation processing team. The position requires strong interpersonal skills, analytical and technical skills, attention to detail and flexibility.

### Duties and Responsibilities

#### Leadership

- Supervise three gift processing employees and seasonal temporary employees
- Develop mutually respectful and collaborative relationships with other members of the Second Harvest team
- Serve as a backup for the Development Operations Supervisor

#### Program Management

- Monthly Giving Program gift processing
- Update information on monthly giving site

#### Stock Giving Program

- Serve as primary contact for broker on gift transfer, ensuring information about donor is complete
- Obtain stock value form online source
- Prepare paperwork for finance to process
- Create acknowledgement letters for stock donors

#### Donor Communications

- Responsible for the daily acknowledgement process
- Responsible for the integration of online and offline data required for the release of the monthly eNews email blast and other online communications



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**Curtner Center**  
750 Curtner Avenue  
San Jose, CA 95125  
408-266-8866

**Cypress Center**  
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San Jose, CA 95134  
408-266-8866

**Bing Center**  
1051 Bing Street  
San Carlos, CA 94070  
650-610-0800



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- Imports and exports data to ensure constituent preferences in the Raiser's Edge are consistent with online preferences recorded through the email software

### Donor Data Systems

- Ensure that gifts are downloaded, tracked, acknowledged and reported accurately and in a timely manner
- Integrate constituent/gift records created online through lockbox and online donations
- Ensure proper code creation and entry into Raiser's edge for campaigns, direct mail, major gift solicitations and annual fund appeals. Troubleshoots gift and coding entry/errors when needed
- Assists in troubleshooting data collection and data entry errors
- Edit and Post gift batches, using audit queries to ensure data integrity
- Works in conjunction with the Development Operations Supervisor with predetermined technical tasks in the Raisers Edge and other software applications
- Edits and creates documentation of technical processes and internal systems related to all development operations processes
- Other duties as needed

### Qualifications

- Experience using the Raiser's Edge is desired
- Experience with Salesforce is preferred
- Experienced with online databases and technology is required
- Understanding of basic fundraising and donor stewardship principles. Experience working in a development office preferred
- Excellent proof-reading skills
- Ability to work independently
- Ability to write technical documentation
- Advanced Microsoft Office experience
- Experience providing internal customer service and/or technical support to users of all levels and backgrounds
- Ability to drive projects forward end-to-end
- Experience working on a technical team and/or with database experts required
- Proven experience building relationships with a diverse group of internal and external constituents
- Demonstrated ability to organize, plan, and carry out activities independently to meet specific timelines and goals
- Ability to make frequent changes of routine and pace of activity due to unpredictable demands without loss of efficiency or composure
- Possess a passion for the advancement of Second Harvest's mission



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- Ability to perform duties in accordance with Second Harvest’s Safety Policies and Injury Prevention Program

<b>Reports To:</b>	Data Operations Supervisor
<b>Location:</b>	4001 North First Street, San Jose CA 95134
<b>Hours:</b>	Full-Time, Non-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 160 hours/year, ten paid holidays, and excellent retirement savings plan

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