



## Position Announcement

### Program Coordinator

("Shopping" Focus, Bing Center)

#### About Second Harvest of Silicon Valley

Based in Silicon Valley, Second Harvest of Silicon Valley 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 plays an important role in ensuring agencies get enough nutritious food for their clients and supports partner agencies' and site volunteers' interface with the Food Bank. This position is located at our Bing center warehouse, and the position typically requires incumbent to be working out in the community or attending meetings at various Second Harvest locations approximately 10-15% of the time.

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

- You are passionate about fighting hunger in your community.
- You always ensure the best possible levels of customer experience are maintained for external and internal stakeholders.
- You thrive when developing relationships and possess cultural humility in your work with a diverse set of partner organization representatives, volunteers and coworkers.
- You excel at project management, as you will provide oversight of the distribution process for the agency pick-up area of Second Harvest, ensuring positive experience and consistency in our processes and recordkeeping.
- You would enjoy the process of recruiting, training and supporting volunteers so that they in turn help you and Second Harvest provide more nutritious food to our community.
- You are detail oriented and find enjoyment in keeping accurate records.

#### Duties and Responsibilities

1. Maximize all aspects of agency customer service office and "shopping" including:
  - Recruit and supervise volunteers to assist; maintain schedule and communication with the volunteers
  - Maintain a well-stocked, professional, aesthetically pleasing shopping area
  - Direct partner interface, process compliance and paperwork
  - Enforce safety practices with agencies in the shopping area and warehouse



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- Staff partner helpdesk email and phone line, responding to urgent and timely needs from partners and site volunteers
  - Process and release orders
  - Manage agency appointments for pick-up
  - Minimize waste in shopping area
2. Manage partner communications:
- Maintain a variety of communication methods to keep partners informed of policies, changes, and opportunities
  - Implement equitable food allocation processes
  - Oversee online food orders and educate representatives on best practices to optimize food selection
3. Provide training to partners, volunteers and community members:
- Train volunteers and placements to conduct all routine agency customer service office tasks
  - Conduct partner orientation trainings and other training as needed
  - Conduct monitor visits, strengthening the partnership opportunities between the agency and Second Harvest, as well as ensuring high quality food safety practices are in place
  - Play a key role in planning and presenting Annual Partner Conference and annual Holiday meeting
  - Assist at distribution sites when backup is needed by Program Coordinators or Managers
4. Initiate and support continuous improvement of food bank processes
- Maintain relationships across departments to insure excellent customer service
  - Establish and implement processes in collaboration with the other Second Harvest shopping office, inventory, warehouse and programs staff so that partners and systems are implemented in a consistent and effective manner
  - Improve order fulfillment, increase efficiency and improve agency satisfaction
5. Other duties as required and as assigned in order to meet Second Harvest goals and objectives.

#### Qualifications

- Two or more years of similar experience required.
- Demonstrated ability to exercise discretion and independent judgment.
- Excellent volunteer management and customer service skills. Must be able to establish and maintain good relationships with people of various ages, educational, ethnic and socioeconomic backgrounds; to patiently repeat instructions to challenging people; to



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positively enforce rules and procedures; to motivate your customers and coworkers; and to change routine due to customer or situational demands without losing composure.

- Proven ability to work as a team player while also being able to perform multiple duties independently with minimum of supervision.
- Demonstrated ability to communicate clearly orally and in writing, follow established procedures and organize, plan and carry out activities to meet specific timelines.
- Excellent computer skills, particularly word-processing and database management.
- Proven record of accuracy in collecting, compiling, and reviewing data.
- Six or more months experience using computerized inventory or CRM system highly desired.
- Fluency in Spanish, both oral and written, is a plus.
- Experience in a non-profit organization is a plus.
- Current ServSafe Food Handler certificate (renewable every 5 years) or willing to complete the certificate program within 90 days of hire.

<b>Reports To:</b>	Senior Program Manager
<b>Location:</b>	San Mateo County
<b>Hours:</b>	Exempt position, though required to start at 7:00am to support partner agency order pick-ups. Some flexibility required for occasional later afternoon or weekend activities.
<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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