



## Position Announcement Program Manager

### 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.

### About the Position:

This position is responsible for helping to develop and implement a new grocery program that ensure ongoing nutritional support for low-income individuals and families. The Program Manager will assist with documenting processes, defining roles and developing tools to support the program, as well as, the implementation of the program which includes (but not limited to) utilizing the tools developed, providing value-added feedback to the project team and developing recommendations to improved processes. The Program Manager collaborates with a wide variety of staff and community organizations to meet the needs of clients and ensure respectful and safe access. This job typically requires incumbent to be working out in the community a minimum of 50% 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 are skilled in and enjoy the challenge of identifying, planning, designing and implementing programs, changes and initiatives to better serve the needs of the community.
- You have the ability to anticipate, to predict or expect what's ahead; You proactively recognize and respond to patterns and trends.
- You are have experience documenting processes, developing tools and training staff or volunteers to support programs
- You embrace the importance of the customer and volunteer experience always ensuring the best possible levels of service quality are maintained.
- You enjoy project and program management as you will provide management and oversight of the distribution process for over 40 partner organizations, ensuring quality, accuracy, and consistency in our process and recordkeeping.



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- 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 at both internal and external meetings.

#### 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>	Project Manager
<b>Location:</b>	
<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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**EOE**

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**Need food?** 1-800-984-3663

**Want to donate?** 1-866-234-3663