



Position Announcement

Volunteer Recruitment & Engagement Manager (Programs)

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 developing a strategy to recruit and retain volunteers to support Second Harvest's food distribution needs: actively recruiting volunteers with desired skills to support food distribution processes; seeking new volunteers using various tools, including volunteer databases, e-mail letters, and outreach events, marketing tools, etc.; building partnerships with other organizations willing to supply volunteers; as well as supporting and maintaining relationships with existing volunteers. The Volunteer Manager collaborates with a wide variety of staff and community organizations to meet the needs of clients and ensure respectful and safe access to services. 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 love public speaking and meeting diverse people in a wide range of settings.
- You enjoy developing and maintaining relationships and possess cultural humility in your work with a variety 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 embrace the importance of the customer and volunteer experience always ensuring the best possible levels of service quality are maintained.
- You are capable of representing the Programs and Services department and Second Harvest at both internal and external meetings.



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Qualifications

- Demonstrated experience recruiting and supporting volunteers and/or leading community organizing activities.
- Experience working collaboratively with diverse community groups and in diverse environments.
- Excellent people management skills.
- Ability to perform multiple duties independently with a minimum of supervision.
- 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.
- Fluency in Spanish, Vietnamese or Chinese, both oral and written, is a plus.
- Bachelor's degree in social sciences, or a directly related field or experience may be substituted on a year-to-year basis.

Reports To:	Director of Programs
Location:	Curtner or Cypress
Hours:	Typically M-F, 8 to 5, with the ability to work flexible hours, including early mornings, evenings and weekends.
Compensation:	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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