



Position Announcement Donor Experience Coordinator

About Second Harvest of Silicon Valley

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 310 partners at 1,000 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 by providing enough nutritious food for more than 58 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

About the Position

This is a customer service role that ensures Second Harvest's donors and food drive coordinators have an exceptional experience when they contact us with questions or concerns. This person asks the right questions to quickly synthesize our supporters' needs and solves problems effectively.

No two days look alike in this position. The Coordinator needs to be both organized and flexible so that they are able to prioritize urgent requests coming from all directions. They should take their work – but not themselves – seriously and stay positive under pressure.

We are looking for a teammate who exudes warmth, curiosity and gratitude in their communication. Someone who is energized by helping people and builds relationships with ease.

You will be joining a supportive work environment that fosters creativity and collaboration. Everyone on the team is passionate about the mission of the organization and doing work that is personally meaningful.

Responsibilities

- Manage a steady volume of donor service calls and emails; always go the extra mile to help and thank donors
- Report issues and trends back to the team so we can continuously improve donor communications and internal processes
- Maintain the integrity of our databases, performing regular audits, tests and updates; contact donors to update information as needed



Position Announcement Donor Experience Coordinator

- Expand our process for personally thanking donors, leveraging volunteers to personalize stewardship mailings and phone calls
- Coach active food drive coordinators so that they feel supported, inspired and successful; advocate for their needs internally to help build an engaging food drive program
- Administer the food drive program; process enrollments, coordinate food collection barrel deliveries/pickups with the Transportation team and record poundage accurately
- Manage VIP food drive logistics in partnership with the Leadership Gifts team and identify corporate leads for their team
- Support the planning and execution of the annual Make Hunger History event that celebrates our food drive community
- Help hire, train and manage temporary Donor Experience staff during the demanding holiday season
- Jump in to support wherever needed

Qualifications

- Customer service experience required
- Excellent written and verbal communication skills
- Ability to work efficiently and stay organized in a fast-paced, high-volume environment
- Passion for building genuine connections with donors
- Strong problem solving skills
- Experience evaluating and improving processes
- Significant computer proficiency including MS Office and CRM tools; Raiser's Edge and/or Salesforce experience is a plus

Position Title:	Donor Experience Coordinator
Reports To:	Senior Donor Experience Coordinator
Location:	Second Harvest Food Bank



Position Announcement Donor Experience Coordinator

	4001 North First Street, San Jose CA 95134
Hours:	Full Time (40 hours per week). Some weekend and Overtime as needed.
Compensation:	Competitive hourly wage. Outstanding and generous health benefits program, Flexible Time Off (FTO) starting at 160 hours/year, ten paid holidays and retirement plan.