



Position Announcement

Volunteer Engagement Manager

About Second Harvest of Silicon Valley

Founded in 1974, Second Harvest of Silicon Valley is a trusted leader in ending local hunger, distributing healthy groceries through a network of 309 partners at 985 sites in Santa Clara and San Mateo counties. This also makes Second Harvest one of the largest food banks in the nation. 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.

About the Position

The Volunteer Engagement Manager manages the overall volunteer experience for onsite volunteers at Cypress Center (North San Jose) and Bing Center (San Carlos) locations. This position oversees staff who provide back end support for volunteers. The Volunteer Engagement Manager will work with the Director of Volunteer Services and other stakeholders across the organization to develop a strategy and a plan to elevate the volunteer experience.

This job might be for you if:

- You thrive in a public speaking role, educating and influencing others to join us in the fight against hunger
- You love to develop staff, helping them with process improvement and removing barriers to providing excellent service
- Inspiring others to do great work is your thing!
- You understand the importance of our corporate volunteer groups and are eager to be the bridge to the Corporate Development team to achieve financial goals
- You are excited to work directly with volunteers who support our community engagement goals
- You want to have a leading role working on projects that support our three year strategic plan
- You are strategic and want to influence the contributions of volunteers to the organization, and you can identify a path forward to achieve excellence
- Understanding technology and how it can be utilized to improve the experience for our volunteers and our staff

Qualifications

- Proficiency in public speaking and presentation skills. Demonstrated ability to express ideas clearly via telephone orally and in writing; possess the aptitude to motivate people.
- Proficient in Windows based suite of applications, especially Excel and Power Point.
- Experience with Salesforce NPSP, V4S, and Form Assembly a definite plus.



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

Cypress Center
4001 North First Street
San Jose, CA 95134
408-266-8866

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



SECOND HARVEST
of SILICON VALLEY

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- Bachelor’s degree with related course work in general business, social services, psychology or counseling. Equivalent combination of paid work experience and education may be considered in lieu of a Bachelor’s degree requirement.
- Ability to perform multiple duties with a minimum of supervision; apply common sense understanding to carry out instructions furnished in written, oral or diagrammatic form; deal with problems involving several concrete variables in or from standardized situations; gather, collate or classify information according to a prescribed format.
- Established project management skills with the ability to oversee the creation of procedure manuals and/or necessary collateral materials.
- Ability to lead and organize groups, plan and carry out activities independently to meet specific timelines with proven record of accuracy in completing and reviewing data.
- Proven ability to work as a team player, establish and maintain good relationships with people of various ages, educational, ethnic and socioeconomic backgrounds.
- Skilled problem-solver with ability to create and manage collaborative solutions.
- Willingness to work flexible hours, including some evenings and weekends.
- Ability to make frequent changes of routine and pace of activity due to unpredictable work-related demands without loss of efficiency or composure.
- Possession of a valid California driver license and a clean DMV record. Willingness to drive personal vehicle, as necessary. Compensation for business mileage to be reimbursed at standard IRS rates.

Reports To:	Director of Volunteer Services
Positions Reporting to Title:	? Volunteer Engagement Coordinator, Volunteer Scheduling Coordinator, Volunteer Coordinator
Location:	San Jose, CA (Cypress Center), with some time in San Carlos, CA (Bing Center)
Hours:	Full time, Exempt. Regular schedule with occasional evenings and weekends
Compensation:	Salary commensurate with background and experience. Outstanding and generous health benefits program, Flexible Time Off (FTO) starting at 240 hours per year, ten paid holidays, and retirement plan.

CLICK HERE TO APPLY!

EOE
UNDER-REPRESENTED GROUPS ARE ENCOURAGED TO APPLY



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