



Position Announcement

Program Coordinator

(Regional)

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 309 partners at 985 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 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:

This position plays an important role in supporting Second Harvest's volunteers and clients at food distribution sites. This position typically requires incumbent to be working out in the community or attending meetings at various Second Harvest locations approximately 50-60% of the time.

This job might be for you if:

- You are passionate about fighting hunger in your community.
- 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 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 clients, partners, volunteers and coworkers.
- You are detail oriented and find enjoyment in keeping accurate records.

Duties and Responsibilities

1. Provide placement support and/or on-site training to site volunteers and partner with Regional Program Managers in rolling out new sites or various improvements at food distribution sites to efficiently and effectively manage a food distribution while providing excellent customer service for clients, with an emphasis on physical, cultural and ethnic diversity
2. Partner with Regional Program Managers in managing membership and ensuring attendance and other client information is up-to-date
3. Assist Regional Program Managers in addressing site coordinator, volunteer and client issues in a timely and professional manner



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4. Support the Programs Team and ensure excellent customer service is provided for our partner agencies
 - Provide back-up coverage for coordinators who oversee our Agency Checkout Office and the “shopping” area of our warehouse
 - Assist partner agencies with various requests via our Agency Help Desk
 - Support managers in performing monitor visits as needed

5. Other duties as required and as assigned in order to meet Second Harvest goals and objectives.

Qualifications

- 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 positively enforce rules and procedures; to motivate your customers and coworkers; and to change routine due to customer or situational demands without losing composure.
- Two or more years of similar experience required, working with volunteers and/or low-income families and individuals
- Demonstrated ability to communicate clearly orally and in writing, follow established procedures and organize, plan and carry out activities to meet specific timelines.
- Proven record of accuracy in completing and reviewing data.
- Demonstrated ability to exercise discretion and independent judgment.
- Proven ability to work as a team player while also being able to perform multiple duties independently with minimum of supervision.
- Excellent computer skills, particularly word-processing and database management. Six or more months experience using computerized inventory or CRM system highly desired.
- Fluency in Spanish or Vietnamese is a plus.
- Experience in a non-profit organization is a plus.
- Bachelor’s degree from an accredited college in social services, recreation management, public administration, urban studies or a directly related field; experience may be substituted on a year-to-year basis.

Reports To:	Senior Program Manager
Location:	San Jose, CA - Curtner Center at 750 Curtner, San Jose
Hours:	Full-time, Exempt. Regular schedule with occasional 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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