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 over a quarter million 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. Second Harvest distributes nutritious food, including more fresh produce than almost any other food bank in the country, through a network of 310 nonprofit partners at 1,000 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
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 PowerPoint.
• Experience with Salesforce NPSP, V4S, and Form Assembly a definite plus.
Position Announcement
Volunteer Engagement Manager

- 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.

<table>
<thead>
<tr>
<th>Reports To:</th>
<th>Director of Volunteer Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>Positions Reporting to Title:</td>
<td>Volunteer Engagement Coordinator, Volunteer Scheduling Coordinator, Volunteer Coordinator</td>
</tr>
<tr>
<td>Location:</td>
<td>San Jose, CA (Cypress Center), with some time in San Carlos, CA (Bing Center)</td>
</tr>
<tr>
<td>Hours:</td>
<td>Full time, Exempt. Regular schedule with occasional evenings and weekends</td>
</tr>
<tr>
<td>Compensation:</td>
<td>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.</td>
</tr>
</tbody>
</table>

EOE
UNDER-REPRESENTED GROUPS ARE ENCOURAGED TO APPLY