About Second Harvest of Silicon Valley
Looking for mission-driven work? Second Harvest of Silicon Valley is one of the largest food banks in the nation, providing food to more than a quarter of a million people every month, half of whom are children and seniors. Despite the immense wealth in Silicon Valley, hunger and malnutrition are pervasive. Second Harvest is a trusted community-based organization that has been serving Santa Clara and San Mateo counties since 1974 by distributing nutritious food through a network of 300 nonprofit partners at 1,000 sites. As a leader in the food banking industry, Second Harvest distributes more fresh produce than any other food bank in the country, 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.

Purpose of the position
Do you want to work for a well-resourced, well-run organization that is near the top of the list of Bay Area nonprofits based on revenue? Do you want to join a collaborative, high-performing development team? As a well-respected local nonprofit, Second Harvest enjoys the support of top philanthropists and foundations in Silicon Valley and has a goal of raising about $65 million for FY 2020-21. The mid-level giving officer is responsible for creating and executing a robust program to engage, steward, qualify and upgrade mid-level donors to major gifts portfolios.

In this role, you will be directly responsible for managing and implementing a robust mid-level donor program with a portfolio of approximately 800 to 1,000 donors and prospects with the goal of building a pipeline of donors who can be upgraded to major donors (sustainable gifts of $10,000 or more per year) and moved to a major donor portfolio. You will develop and implement donor communications and virtual/in-person engagement opportunities such as facility tours, family volunteering, executive-donor meetings, webinars, etc.

Also, you will be a valued member of a flexible, 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. As a local nonprofit, Second Harvest has the flexibility to offer a nimble work culture that allows every team member to contribute their skills outside of their specific job function when appropriate and helpful to the overall goals.

This might be a job for you if you:
• Enjoy working with donors through all stages of the donor cultivation and stewardship cycle.
• Can effectively and consistently reach out to donors via phone, email and virtual/personal visits to advance their affinity, allegiance and support of Second Harvest.
• Enjoy building long-term, mutually beneficial relationships with donors. Listen to each funder’s evolving goals for impacting the community and are responsive and creative in building alignment with our programs.
Position Announcement

Donor Engagement Officer

- Are adept at collaborating across annual fund, major gifts and marketing teams to leverage content and ideas and act as a bridge to facilitate building of a robust major donor pipeline.
- Are comfortable using email tools like Pardot, Outlook Mail Merge, etc.
- Are skilled at writing, editing and finalizing content which includes a mix of stories and stats to engage donors.
- Can handle challenging relationships with the utmost diplomacy, whether dealing with external or internal customers.
- Are able to multi-task in a high-paced environment, determining how to juggle competing priorities and manage donors’ expectations.
- Will represent Second Harvest at donor-facing in-person and virtual events.
- Are committed to maintaining the integrity of funder records in the donor database, including data entry of emails, phone calls, events, meetings, etc. with donors.
- Can steward sensitive information and data with integrity and confidentiality.

Qualifications

- Bachelor’s degree or higher preferred, or commensurate job experience
- Relevant work experience and track record
- Ability to juggle multiple projects with superb accuracy
- Significant level of computer proficiency including strong MS Office skills, data entry/retrieval and internet research capabilities
- Genuine interest in the mission and activities of a food bank

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<thead>
<tr>
<th>Position Title:</th>
<th>Donor Engagement Officer</th>
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<tbody>
<tr>
<td>Reports To:</td>
<td>Donor Experience Manager</td>
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<tr>
<td>Location:</td>
<td>Second Harvest of Silicon Valley, Cypress Center 4001 North First Street, San Jose CA 95134</td>
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EOE

We are an equal opportunity employer and encourage applications from diverse and under-represented groups.