



Position Announcement

Development Operations Coordinator (External)

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 310 partners at 1,000 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 by providing enough nutritious food for over 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

The Development Operations Coordinator will contribute to the day-to-day operations of gift processing, acknowledging donors, maintaining vendor relationships, and coordinating small projects. This position will sit within the Development Operations team, responsible for processing 95,000 gifts annually.

Primary Responsibilities

- Serve as the primary relationship manager for institutions providing payments on behalf of individual, corporate and foundation donors, such as banks, foundations, or third-party giving portals such as Benevity and Facebook.
- Ensure that third-party eligibility certificates are accurate and current.
- Partner with Marketing to ensure that Second Harvest is represented with current information and images on third-party portals.
- Manage external customer service processes including form creation/improvement, fulfillment, and coordination of requests.
- Manage matching gift portals to confirm donations.
- Review mid-level gift coding for accuracy and ensure alignment with donor worksheets.
- Assist with mid-level gift acknowledgement letters and complete change requests.
- Manages data to ensure mid-level donors constituent records in Raiser's Edge reflect accurate communication preferences, event attendance, and gift restrictions.

Donor Data Systems

- Ensure that gifts are downloaded, tracked, acknowledged, and reported accurately and in a timely manner.
- Integrate constituent/gift records created online through lockbox and online donations
- Ensure proper code creation and entry into Raiser's Edge for campaigns, direct mail, and annual fund appeals.
- Assists in troubleshooting data collection and data entry errors.
- Review gift batches prior to posting, using audit queries to ensure data integrity.



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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- Works in conjunction with the Development Operations Manager with predetermined tasks in Raiser's Edge and other software applications.
- Edits and creates documentation of technical processes and internal/external systems related to all development operations processes.
- Serve as backup for gift processing.
- Assist with transition from Raiser's Edge to Salesforce in spring of 2021.

Minimum Qualifications

- Experience using Raiser's Edge is desired.
- Experience with Salesforce is preferred.
- Experienced with online databases and technology is required.
- Understanding of basic fundraising and donor stewardship principles preferred.
- Excellent proof-reading skills.
- Ability to work independently.
- Ability to write technical documentation preferred.
- Advanced Microsoft Office experience.
- Experience providing internal customer service and/or technical support to users of all levels and backgrounds.
- Demonstrated ability to organize, plan, and carry out activities independently to meet specific timelines and goals.
- Ability to make frequent changes of routine and pace of activity due to unpredictable demands without loss of efficiency or composure.
- Possess a passion for the advancement of the agency's mission.
- Ability to work flexible hours, including evenings and weekends as needed.
- Possession of a valid California driver's license and a clean DMV record. Willingness to drive personal vehicle as necessary. Compensation for business mileage to be reimbursed at standard IRS rates.
- Ability to perform duties in accordance with Agency's Safety Policies and Injury Prevention Program

Reports To:	Development Database Manager
Location:	San Jose, CA Second Harvest of Silicon Valley, Cypress Center 4001 North First Street, San Jose, CA 95134
Hours:	Monday through Friday
Compensation:	Full-Time. Non-Exempt position. Generous benefits provided including medical, dental vision, and life insurance and Flexible Time Off (FTO)



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