Position Announcement
Senior Data Analyst

About Second Harvest Food Bank
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
Having acquired 19K new donors and doubling our revenue since fiscal year 2019, Second Harvest is looking for a strong Senior Data Analyst to support our fundraising growth needed to meet the overwhelming number of food insecure families caused by the current pandemic. Housed in the Development and Marketing department, this position will work closely with the entire Data Analytics and Development Operations team and will partner with all fundraising teams to maximize efficiency through creating dynamic and action oriented reports, explaining the narrative behind reports, and making recommendations on strategic initiatives. The position will be a leader in promoting the department’s focus on being a data-driven, efficient business operation.

This is a senior, technical position with depth of knowledge in Salesforce and Tableau, and familiarity with html and programming logic (for example: CSS). You will take the lead in transitioning the Data Analytics team to Salesforce. All existing reports and dashboards will need to be identified, evaluated for relevance, and rewritten to use Salesforce as the data source. New reports will need to be created. While we run Raiser’s Edge and Salesforce in parallel, the reports will need to be run frequently from both data sets and compared to ensure accuracy.

As needed, the Senior Data Analyst will also play a key role in the evaluation of new software tools and options for departmental use such as identifying and evaluating new apps from the Salesforce eco-system as potential replacements for current tools and help manage vendor relationships.

Responsibilities Include:

- Data gathering to solve complex issues, development of plans & requirements, and key performance indicators.
- Develop and implement new dashboards and reports in Tableau, Raiser’s Edge, and Salesforce to enhance our fundraising and marketing.
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- Overhaul and improve our current dashboards and create new ones based on department requirements.
- Create or improve dashboards to communicate salesforce stored data in meaningful ways to Fundraising, Marketing and Customer Relations.
- Train staff on dashboard and report use and interpretation.
- Document workflows and results of business analysis.
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- Perform other duties as assigned in order to satisfactorily complete Second Harvest of Silicon Valley’s goals and objectives.

Qualifications

- Strong analytical skills, a curious nature, and the business acumen necessary to turn numbers into a narrative.
- Ability to create visualizations, dashboards and tools that provide insights and guidance for practical business decisions.
- Advanced skills with Salesforce, Tableau, Microsoft Excel required. Experience with Raiser’s Edge and Crystal Reports desired.
- Bachelor’s degree or higher in Mathematics, Business Management, Economics, information science, or related fields.
- 5+ years of experience in data analysis role. Experience within a marketing or fundraising department or organization strongly desired.
- Experience working on multidisciplinary teams and leading working groups
- Strong verbal communication and the ability to document processes
- Excellent organizational skills, detail-orientation, and a commitment to accuracy
- Genuine interest in the mission and activities of Second Harvest Food Bank

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<thead>
<tr>
<th>Position Title:</th>
<th>Senior Data Analyst</th>
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<tbody>
<tr>
<td>Reports to:</td>
<td>Data Analytics 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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<tr>
<td>Hours:</td>
<td>Monday – Friday, 40 hours per week</td>
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