



SECOND HARVEST
of SILICON VALLEY

Position Announcement Home Delivery Coordinator

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

This position is responsible for supporting the management and development of food distribution programs that ensure ongoing nutritional support for low-income individuals and families who are homebound. Program coordinator will closely collaborate with food connection and partners to ensure a successful delivery and excellent client experience.

This job might be for you if:

- You are a problem solver, quick to action, and use good judgment.
- You are passionate about fighting hunger in your community.
- You would enjoy the process of 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

- Lead apartment complex coordination, scheduling, and client updates
- Ensure Salesforce is reflecting correct referral information/capacity
- Assist with rolling out new home delivery sites or implementing various site improvements to efficiently and effectively manage a food distribution while providing excellent customer service to our clients.
- Partner with program manager in managing membership and ensuring attendance and other client information is up-to-date in Salesforce.
- Other duties as required and as assigned to meet Second Harvest goals and objectives.

Qualifications

- Excellent volunteer management and customer service skills. Ability to maintain composure always



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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



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- Must be able to establish and maintain good relationships with clients, team members and stakeholders
- Ability to follow and positively enforce rules and procedures while maintaining great customer service
- Ability to adapt to new routines due to customer or situational demands
- Two or more years of experience 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 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 nonprofit 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.

Position Title:	Home Delivery Coordinator
Reporting To:	Senior Program Manager
Location:	Second Harvest of Silicon Valley, Curtner Center 750 Curtner Street, San Jose, CA 95125
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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EOE
UNDER-REPRESENTED GROUPS ARE ENCOURAGED TO APPLY



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