



SECOND HARVEST
of SILICON VALLEY

Position Announcement Compliance Manager

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 compliance and capability team is looking for a logical and resourceful manager to lead the team to ensure USDA program compliance at all food distributions, onboard new food partners, and manage grant funding to partner organizations. This is a comprehensive and expanded role for the team and we need a thoughtful leader to implement and design the process for the department of programs and services. We are looking to develop and train a subject matter expert to ensure compliance is achieved to all local, state and federal policies, regulations and laws pertaining to work projects. 25% of the work will be done in the field.

This job might be for you if:

You understand the need for mitigating risks while recognizing the limitations of our partners and our own programs. You can enforce rules and regulations but can also be flexible with deadlines. The questions of “why do we do it this way” and “how can we do it better” are always top of mind when designing and evaluating our processes. Creativity and innovation is all at your disposal and you have creative freedom to use them liberally. The consideration of the user experience is also vital to our work.

Duties and Responsibilities

- On board, implement, and train partners, site leaders to USDA distribution process
- Ensure all USDA requirement are practiced at sites; if not, empower and guide sites
- Conduct USDA compliance/monitor visits
- Explain process of joining our network to potential partners and guide them along the way
- Review partner applications, arrange assessments and make recommendations to the review committee
- Ensure partner attends all necessary trainings, orientations and complies with all requirements and paperwork before access to food
- Conduct new partner’s initial onsite food distribution visit to ensure food safety compliance and educate and advise partners with best practices
- Create partner profile in database and communicate/inform partnership internally
- Provide warm handoff and introduction of partner to the programs team



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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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- Manage and maintain all necessary agreements, contracts and MOUs with partners, and manage renewals
- Utilize DocuSign for legal documents
- Manage and oversee ongoing compliance such as food safety, insurance, civil rights, monitor visits, background checks
- Conduct compliance trainings
- Enforce compliance and follow-up with appropriate corrective actions when necessary
- Formalize processes; document business processes and write SOPs
- Develop training materials/curricula and partner resources
- Stay current and informed on compliance issues that will impact Second Harvest, partners and clients; implement when necessary
- Design internal process of ensuring compliance with Second Harvest programs
- Continual evaluation of process improvement for innovation and efficiency
- Explore different technological solutions to streamline whenever possible

Qualifications:

- Ability to bring simplicity and clarity to seemingly complex issues
- Resourcefulness, ingenuity and exceptional problem solving skills
- Outstanding interpersonal and communication skills both orally and in writing
- Quick learner and critical thinker that can thrive in a fast-paced environment
- Strong independent worker and ability to interact with multiple people within department and organization and various partners and volunteers
- Credible presence and professional presentation/training skills
- Comfortable with technology, experience with Salesforce a plus
- Possession of a valid California Class C driver's license and a clean DMV record. Willingness to drive personal vehicle, as necessary (compensation for business mileage is reimbursable at a standard IRS rate)
- Bachelor's degree preferred or 3+ years of program management paid experience

Position Title	Compliance Manager
Reporting to:	Senior Manager, Compliance and Capability
Location:	Second Harvest of Silicon Valley San Jose, CA
Compensation:	Full-Time, Exempt, Professional Level. Competitive salary commensurate with experience. Generous health benefits program, Flexible Time Off (FTO), Ten (10) paid holidays and excellent retirement savings plan.



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EOE
UNDER-REPRESENTED GROUPS ARE ENCOURAGED TO APPLY



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