



## Position Announcement Regional Program Coordinator (San Mateo County)

### About Second Harvest of Silicon Valley

Founded in 1974, Second Harvest of Silicon Valley is a trusted leader in ending local hunger and is one of the largest food banks in the nation. The organization distributes healthy groceries through a network of 310 partners at 1,000 sites in Santa Clara and San Mateo counties. 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](http://shfb.org).

### About the Position:

The Regional Program Coordinator provides support to the Program Managers to ensure the assigned region's grocery programs operate smoothly. This position plays an important role in teaching and supporting Second Harvest's partners and volunteers at food distribution sites to implement best practices for client experience, distribution process, and utilization of available tools. This position typically requires incumbent to be working out in the community approximately 60-80% of the time. The balance of the time will include database management in Salesforce (partner, volunteer and client CRM), and other tools to help coordinate internal procedures and communications.

### This job might be for you if:

- You are passionate about fighting hunger in your community
- You enjoy the process of training and supporting volunteers and are comfortable instructing both group leaders and one-time volunteers with diplomacy and sensitivity
- You always ensure the best possible levels of customer experience for external and internal stakeholders and possess advanced conflict resolution skills
- You genuinely enjoy people and thrive when developing positive relationships with a diverse set of partners, volunteers, clients, and coworkers
- You are detail oriented and find enjoyment in keeping accurate records

### Duties and Responsibilities

1. Provide placement support and/or on-site training to site volunteers to implement best practices at food distribution sites to efficiently distribute food, while providing excellent customer service for clients
2. Assist Regional Manager with setting up new distribution locations and training new volunteers
3. Partner with Regional Program Managers to ensure that attendance and other volunteer and client information is up-to-date
4. Assist Regional Program Managers in addressing site coordinator, volunteer and client issues in a timely and professional manner



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5. Support the Programs Team and ensure excellent customer service is provided for our partner agencies
  - Provide back-up coverage for coordinators who oversee our Agency Checkout Office and the “shopping” area of our warehouse
  - Assist partner agencies with various requests via our Agency Help Desk
  - Support managers in performing monitor visits as needed
6. Other duties as required and as assigned to meet Second Harvest goals and objectives.

#### Qualifications

- Excellent volunteer management and customer service skills. Must be able to establish and maintain good relationships with people of various ages, educational, ethnic and socioeconomic backgrounds; to patiently repeat instructions to challenging people; to positively enforce rules and procedures; to motivate customers and coworkers; and to change routine due to customer or situational demands without losing composure.
- 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 of supervision
- Excellent computer skills, particularly word-processing and database management--experience using computerized inventory or CRM system highly desired
- Fluency in Spanish, Chinese or Vietnamese is a plus
- Experience in a non-profit organization is a plus

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| <b>Reports To:</b>   | Regional Program Manager   |
| <b>Location:</b>     | Second Harvest of Silicon Valley, Bing Distribution Center; 1051 Bing Street, San Carlos, and out at locations throughout San Mateo County and occasionally in Santa Clara County.       |
| <b>Hours:</b>        | Full-time, Exempt. Regular schedule with occasional evenings and weekends.   |
| <b>Compensation:</b> | 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. |

**EOE**

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