



Position Announcement Volunteer Engagement Coordinator (Evening and Weekend Shifts)

About Second Harvest of Silicon Valley

Founded in 1974, Second Harvest of Silicon Valley is one of the largest food banks in the nation and a trusted nonprofit leader in ending local hunger. The organization distributes nutritious groceries through a network of more than 300 partners at drive-thru and walk-up sites across Santa Clara and San Mateo counties. Due to the prohibitively expensive cost of living in Silicon Valley and the economic downturn caused by the COVID-19 pandemic, Second Harvest is now serving an average of 400,000 people every month, a 60% increase over pre-pandemic levels. 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 responding to the incredible amount of need in Silicon Valley, visit shfb.org.

About the Position

Provide an excellent Volunteer Experience while educating about our mission and showing appreciation for our volunteers. Create a welcoming and inclusive experience while assisting volunteers throughout the check-in process. Provide customer service and scheduling support for volunteers. Support administrative needs of the Volunteer Engagement Department.

This job might be for you if:

- You are passionate about ending hunger.
- You have a strong customer service orientation
- You enjoy face to face contact with people of all ages.
- You are passionate about upholding a consistent and excellent volunteer experience
- You are available evenings and weekends and can flex easily between our two San Jose volunteer facilities
- You are an effective communicator and can speak in front of groups of up to 100 people
- You can write well and are proficient at professional email communication
- You have Salesforce experience OR have an aptitude for learning technology
- You can flex and pivot gracefully when the unexpected happens

Responsibilities

Volunteer Engagement

- Speak clearly and eloquently about Second Harvest's impact in the community and internal policies to ensure volunteer safety.
- Educate volunteers on the scope of our work while showing gratitude for their partnership.
- Provide primary coverage of the volunteer front desk, assisting volunteer check-ins while conveying a sense of fun, joy, and gratitude.
- Reply to inquiries in a timely, friendly, and customer service-oriented manner.
- Collaborate cross-functionally to support VIP and specialty sorts with key constituents.



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

Position Announcement **Volunteer Engagement Coordinator** **(Evening and Weekend Shifts)**

Data Hygiene and Maintenance

- Test updates in Salesforce sandbox, ensuring that future fixes and enhancements work properly before IT rolls changes into live database
- Maintain shifts in Salesforce, entering appropriate data, and maintaining accurate records.
- Monitor food sort shifts to the external calendar on a timely basis, double checking and ensuring that the shifts accurately reflect the needs and timing for food sort volunteers.
- Proactively monitor Salesforce data to ensure Second Harvest policies are upheld, including monitoring minor parental permissions and group registrations
- Actively monitor volunteer scheduling with an eye towards recruitment, retention, requirements, and communications.

Volunteer Recruitment and Retention

- Serve as a backup to post volunteer job opportunities on Volunteer Match, Idealist and other sites as needed to support recruitment.
- Retain volunteers by supporting a great volunteer experience
- Collaborate with Volunteer Engagement Team and other departments on initiatives for volunteer recruitment and retention.

Cross-Functional Coordination

- Collaborate with all departments to support volunteer recruitment, retention, and recognition.
- Perform other duties as assigned to satisfactorily complete goals and objectives

The ideal candidate will possess the following professional skills and qualifications:

- Partnership and collaboration. Communicates effectively, defines hand-offs, delivers on commitments and solves problems with flexibility and good judgment across departments.
- Strong time management skills
- Strong customer service orientation and commitment to a team-based management approach
- Strong understanding of technology as it relates to volunteer experience (Salesforce experience a plus.)
- Relationships: Uses open, timely communication to build trust; appreciates diversity
- Accountability: delivers on commitments; takes initiative; works independently. Goes the extra mile as needed.
- Diversity: Able to build effective relationships with individuals from a variety of socioeconomic backgrounds in a culturally diverse work environment.
- Experience collaborating with volunteers or service organizations that interact with diverse populations highly desirable.
- Demonstrated ability to organize, plan and carry out activities independently to meet specific timelines with proven record of accuracy in completing and reviewing data. Dependable in maintaining assigned working hours.



Position Announcement Volunteer Engagement Coordinator (Evening and Weekend Shifts)

- Willingness to work evenings and weekends
- Ability to work steadily and independently with minimum supervision.
- Ability to follow standardized procedures and maintain processes.
- Ability to work and interact constructively with individuals from a variety of socioeconomic backgrounds in a culturally diverse work environment.

Location	Cypress Center 4001 North First Street, San Jose CA 95134 and Brennan Center 624 Brennan Street, San Jose, CA 95131
Hours	Full- Time. Non- Exempt. Primarily evening and weekend work onsite
Compensation	\$24.50 - \$27.96 is the wage range for this position. The hourly wage offer will be commensurate with skills and experience. Outstanding and generous health benefits program, 4-5 weeks of Flexible Time Off (vacation and sick), ten paid holidays, and retirement plan.
SH Covid-19 Vaccine Policy	Second Harvest places great importance on the safety of its employees and customers. Therefore, in line with the CDC and state and local recommendations, Second Harvest requires as a condition of employment that employees have received full and effective COVID vaccines prior to commencing employment. In accordance with applicable law, Second Harvest will consider good faith requests for reasonable accommodation based on medical disability or sincerely held religious belief.

EOE

Second Harvest is committed to being an equal opportunity employer which values diversity. Under-represented groups are encouraged to apply for all positions.



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