

Position Announcement

Senior Manager, Analytics & Evaluation

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 nearly 400 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, the economic downturn caused by the COVID-19 pandemic, and the rise in inflation, Second Harvest is now serving an average of about 500,000 people every month. 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

The Senior Manager, Analytics & Evaluation is responsible for maintaining a strategic view of our data and equipping leadership and Programs & Services teams with the data and insights they need to achieve their strategic goals. The Manager serves as a business partner and needs to maintain a close understanding of business models, objectives, and priorities and proactively provide data-driven insights that sharpen strategies.

The Senior Manager will maintain a holistic understanding of the available data, ERP, CRM & financial systems, processes, and technology. This leader will be excited by data and technically competent to build dashboards, analyze data, create automations, and design evaluations to create insight, monitor impact, and help us fulfill our mission. The Senior Manager will manage cross-functional projects that help us deepen our relationships with our community and our work to end hunger.

This job might be for you if:

- You are a highly motivated, energetic, and organized team player excited to steward analytics and evaluation efforts for Second Harvest and passionate about ending hunger in our community.
- You have excellent attention to detail, an inquisitive mind, and you enjoy conducting customized analysis and building reports to find answers to business questions.
- You are self-directed and can conceive of and translate business questions into actionable analytics.
- You enjoy learning about and helping to implement new technologies.
- You like collaborating with staff from other departments and managing cross-functional teams.

Responsibilities

- Lead cross-functional teams to define and implement metrics that enable P&S leadership to assess and inform decision-making, including definition, data collection, analysis and interpretation. Guide teams to build scalable systems that enable this work.
- Defining, developing, and maintaining dashboards, custom ad-hoc analysis, and tailored reports in Salesforce, Ceres, Power BI, and Excel in collaboration with stakeholders with a keen focus on Programs & Services.
- Develop, manage and implement evaluation strategies for P&S and individual

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departments.

- Manage cross-functional projects with clear goals and workstreams.
- Train staff on how to use and interpret data in dashboards and reports.
- Present conclusions from the data and recommend appropriate courses of action.
- Develop a network of external thought partners (including peer food banks, California Association of Food Banks and Feeding America) to drive best practices.

The ideal candidate will possess the following professional qualifications:

- Advanced skills with Microsoft Excel and database queries/reports are required. Experience with Salesforce, Power BI, iWave, SQL and ArcGIS are highly desired.
- Strong analytical skills, a curious nature, demonstrated initiative, and the business acumen necessary to synthesize data and formulate a narrative and/or recommendations that inform practical business decisions.
- Ability to create visualizations, dashboards and tools that provide insights and guidance for practical business decisions.
- Experience in evaluation and impact, including building the systems and processes needed to support the efforts.
- Demonstrated success in project management.
- Strong team player with the ability to lead and collaborate with internal and external stakeholders.
- Strong written, verbal and presentation skills.
- Excellent organizational skills, detail-orientation, and a commitment to accuracy
- Bachelor’s degree or higher in Data Analytics, Business Management, Economics, Information Science, or related field preferred.
- 5 years of experience in data analysis role. Experience within a nonprofit organization strongly desired.

Reports To	VP of Strategy & Advocacy
Location	<p>Second Harvest of Silicon Valley, Curtner site, 750 Curtner Ave. San Jose, CA 95125</p> <p>This is a hybrid position. Specifics of work location will depend on department need.</p> <p>An employee’s regular remote work site should be within driving distance of one of Second Harvest’s locations and must be within the state of California.</p>
Hours	Full-Time. Exempt. 40 hours/week, with some evening and weekend work as necessary.
Compensation	\$90,054-105,946 is the wage range for this position. The salary 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), eleven paid holidays, and retirement plan.



SECOND HARVEST
of SILICON VALLEY

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SH Covid-19 Vaccine Policy	Second Harvest Food Bank 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.
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EOE

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