

Second Harvest of Silicon Valley

Chief Operating Officer

San Jose, CA

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About Second Harvest

Founded in 1974, Second Harvest of Silicon Valley is one of the largest food banks in the nation and a trusted nonprofit leader whose mission is to end hunger in our community. They strive to realize their mission by working to deepen their relationships with local communities to evolve a system of support that equitably meets the immediate need for food assistance while identifying opportunities to address the root causes of hunger.

In partnership with about 400 local agency partners, Second Harvest currently distributes nutritious food to about 500,000 neighbors across Santa Clara and San Mateo counties each month (at no cost to their partners or clients).

How They Do It

In their last fiscal year, Second Harvest distributed 125 million pounds of food (procured through a combination of donation, purchase, and rescue). Of that, 55% was fresh produce. They manage almost 260K square feet of warehouse and office space across four facilities which operate six days a week to meet the tremendous need for food assistance in the community.

Most of their food is distributed to neighbors (individuals, families, seniors & students) through more than 900 monthly grocery distribution sites (their own or through partner agencies). Second Harvest also offers limited home delivery to those unable to visit a distribution site. While they don't serve prepared meals, Second Harvest distributes groceries (ingredients) to partner organizations that provide hot meals to neighbors. They also support food pantries at after school programs, rehab centers, colleges, youth centers, etc. To further support the health and well-being of their community, Second Harvest offers neighbors a culturally diverse collection of wholesome recipes, cooking videos, nutrition education, and training.

Second Harvest also works to connect neighbors to federal nutrition programs and other food resources, and advocates for anti-hunger and anti-poverty policies on the local, state, and national levels.

All this work is possible thanks to Second Harvest's partnerships with local nonprofit agencies and tremendous community support. Eighty-five percent of Second Harvest's funding comes from private sources, with the majority (65%) coming from donations from individuals. A portion of their funding comes from corporate partners and foundations.

Second Harvest has a diverse staff of almost 300 dedicated and passionate professionals, about 20% of whom work under a collective bargaining agreement. While all of their staff live within driving distance of San Jose, those who are able to do their work remotely have the opportunity for hybrid work arrangements. Second Harvest also relies on volunteers from the community - last year more than 40,000 individuals donated their time to help sort, pack, and distribute food.

The Community

Silicon Valley is a place of innovation and opportunity, yet it is also a place of dramatic income inequality and the largest wealth gap in the nation. The incredibly high cost of living leaves 1 in 4 adults (and 1 in 3 children) at risk of food insecurity. Serving a diverse community in both urban and more rural communities, Second Harvest currently provides food to 1 in 6 residents in the area they serve.

To learn more about Second Harvest, please visit www.shfb.org or review the [latest annual report](#).

The Opportunity

We are seeking a Chief Operating Officer (COO) to set the strategic direction and provide the leadership necessary to effectively, and cross-functionally, optimize Second Harvest of Silicon Valley's ability to provide food to neighbors in need across San Mateo and Santa Clara counties.

In close partnership with the CEO and collaboration with the executive team, the COO will define goals and priorities for the operations organization in support of Second Harvest's mission to end hunger in our community. They will work with the operations team (approximately 120 individuals) to co-create strategies and plans to achieve those goals and measure progress against them. The operations organization at Second Harvest is accountable for food procurement, logistics coordination, supply chain (inventory and receiving), warehousing, trucking, process improvement, facility functions, food-handling related compliance, and onsite work done by volunteers. They do this work in close collaboration with Second Harvest's Programs organization and other functional areas of the organization.

The COO will lead and manage the operations team in a way that fosters an inclusive, respectful, entrepreneurial, and results-focused organizational culture that values diversity. They will be committed to staff development and creating an environment where teams thrive.

Second Harvest's COO will also have the opportunity to lead the organization through a transformational moment as the food bank consolidates operations from three facilities in Santa Clara County into a single state-of-art new facility designed to meet their needs and ensure a food secure future for Silicon Valley.

Key Responsibilities Include:

- Work closely with and serve as a thought partner to the CEO to design and implement strategies to optimize Second Harvest's ability to procure, handle, and distribute nutritious food in the community. Oversee the implementation of strategic planning, annual planning, and the corresponding budgeting to ensure maximum efficiency and effectiveness of Second Harvest's operations functions and optimized outcomes for partner organizations and clients.
- Lead a team of cross functional directors focused on addressing the food assistance needs of the community through food procurement, logistics coordination, supply chain (inventory and receiving), warehousing, trucking, process improvement, facility functions, food-handling related compliance, and onsite work done by volunteers.
- Partner closely with the Programs team to optimize food procurement, logistical support, and customer service for clients and partner agencies.
- Foster a culture within the Operations organization that is focused on continuous improvement and cross-functional collaboration in order to better serve the food insecure population of Santa Clara and San Mateo Counties. Inspire excitement for and connection with the mission across the operations team and broader organization.
- Maintain Second Harvest's facilities including buildings and acquire and maintain equipment.
- Play a key role in the design and optimized use of Second Harvest's new consolidated facility currently in early stages of development for a purchased site in San Jose. This will require getting up to speed quickly on building plans and ensuring Second Harvest has the processes, technology, staffing, equipment, and plans in place to make a smooth transition to the new facility with limited disruption to ongoing operations.
- Support Second Harvest's Philanthropy team's efforts to educate, inspire and engage support for the mission by meeting with donors, coordinating site visits, and occasionally serving as a spokesperson for media opportunities.

Candidate Profile

The COO of Second Harvest will possess the following attributes and competencies:

Strategic Leadership and Operational Acumen

The COO will have a proven record of converting strategy into effective execution. Through sound management, strong governance, and dedication to assessing and achieving results, they will measurably improve the organization's ability to meet the need for food assistance in the community efficiently and with excellence. The COO will have demonstrated expertise in managing multiple cross functional projects and understand the unique aspects and challenges of food procurement and distribution. They will have demonstrated success in leading a complex operation or line of business and be skilled at galvanizing cross-functional teams that enables problem solving. With strong critical thinking skills, they will have the ability to conceptualize and analyze problems and solutions in a proactive, constructive, and creative manner that will result in improved performance and efficiency across the operations organization. The COO will leverage technology, data, and analytics to measure outcomes and support the achievement of evolving organizational strategies and resource allocation.

Prior experience with food banking, grocery, or other food related business is highly preferred. Previous experience with new facility design, implementation, and or change management is also a plus as is prior experience leading in a union environment.

Relationship and Team Builder

The COO will be skilled at building effective relationships at multiple levels within a complex environment. They will have the ability to cultivate vibrant and productive partnerships in the operations organization, across the broader organization, and with key external stakeholders including partners, suppliers, and supporters. With high emotional intelligence, this executive will be a strong leader, communicator, and collaborator who is skilled at listening to, and learning from others. This leader will have the ability to develop a powerful sense of shared purpose in others and motivate them to engage in the opportunities ahead. The COO will have experience leading a large team and successfully mentoring and developing leaders.

Change Agent

The COO will be a clear communicator and bring a track record of rolling out effective initiatives across an organization. They are a change agent who brings rigor, a passion for problem-solving, and an inspirational leadership style. The COO will bring energy to inspire the team and the community that Second Harvest serves to achieve new heights. They will have an exceptional ability to listen intently, think clearly, and respond effectively, empathically, and

judiciously to a variety of challenges. This individual will be proactive, with the skills to challenge the status quo, while remaining sensitive to Second Harvest's culture and place in the community. The COO will be consultative, promoting open dialogue across Second Harvest, synthesizing divergent views, and coalescing the organization around shared values.

Commitment to DEI

The COO will play a critical role in prioritizing equity as a driver for Second Harvest. They will apply DEI principles and practices throughout all projects with team members. This leader will actively focus on building equity into structures, systems, and processes for employees and the communities Second Harvest serves. The COO will bring expertise, an innovative and open mindset, and a commitment to inclusive practices that value different backgrounds and life experiences and allows everyone to bring their authentic self to work.

Passion for the Mission

The COO will have a passion for Second Harvest's mission to mobilize resources to end hunger in the community. This leader will be driven by the opportunity to impact the communities Second Harvest serves. They will feel a sense of ownership to accelerate change by motivating and empowering others to contribute to a shared vision and purpose. They will model openness, honesty, humility, and accountability to colleagues. This leader will ensure the health of Second Harvest's culture overall and proactively seek opportunities to highlight positive contributions to long term success.

Compensation & Benefits

Salary is competitive and commensurate with experience. The salary range for this role is \$235,000 - \$275,000 with a generous benefits package.

Contact

Koya Partners, the executive search firm that specializes in mission-driven search, has been exclusively retained for this engagement. Alex Corvin, Kim Dukes, and Maleka Pensky of Koya Partners have been exclusively retained for this search. To express interest in this role please submit your materials by [filling out our Talent Profile](#) or email the Koya team directly at secondharvestcoo@koyapartners.com. All inquiries and discussions will be considered strictly confidential.

Koya Partners is committed to providing reasonable accommodation to individuals living with disabilities. If you are a qualified individual living with a disability and need assistance

expressing interest online, please email NonprofitSearchOps@divsearch.com. If you are selected for an interview, you will receive additional information regarding how to request an accommodation for the interview process.

Second Harvest is an equal opportunity employer and strongly encourages applications from people of color, persons with disabilities, women, and LGBTQ+ applicants.

About Koya Partners

Koya Partners, a part of Diversified Search Group, is a leading executive search and strategic advising firm dedicated to connecting exceptionally talented people with mission-driven clients. Our founding philosophy—The Right Person in the Right Place Can Change the World—guides our work as we partner with nonprofits & NGOs, institutions of higher education, responsible businesses, and social enterprises in local communities and around the world.

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