



Second Harvest Food Bank Santa Cruz County
Chief of Staff
\$178,263-\$205,527 DOE
Exempt

About Us:

Come join Second Harvest Food Bank of Santa Cruz County! We are the first food bank in the State of California, and the second in the nation. We pride ourselves in providing 11 million pounds of food annually to over 70,000 people per month through our network of 150-member agencies and programs. We believe that a thriving community is one where everyone has access to nutritious food to support their health and wellbeing. Our team is dedicated to inspiring and supporting our community to provide nourishment for all community members.

Second Harvest seeks to attract and retain a diverse workforce that brings a broad range of perspectives and experiences to our work. We value lived experience alongside learned experience and we encourage you to apply, even if you don't believe you meet every one of our qualifications. We welcome applications from all qualified individuals, including applicants with a criminal history.

About the position:

The Chief of Staff serves as a strategic partner to the Chief Executive Officer, driving organizational alignment, cross-functional collaboration, and execution of the Food Bank's highest priorities. As the CEO's chief integrator, this role works across all departments to ensure strategic initiatives are translated into measurable results through effective coordination, clear communication, and organizational accountability.

The Chief of Staff fosters a culture of high performance by advancing data-driven decision making, continuous improvement, and organizational excellence. Through performance management, strategic planning, and cross-functional problem solving, the position helps leaders make informed decisions that improve organizational effectiveness and community impact.

This role also leads complex, enterprise-wide initiatives and serves as an extension of the CEO in supporting strategic relationships with community partners, government agencies, funders, and other key stakeholders. The Chief of Staff ensures high-impact projects remain on track, strengthens collaboration across the organization, and advances initiatives that further the Food Bank's mission.

The ideal candidate is a strategic, collaborative, and results-oriented leader with exceptional skills in organizational leadership, project management, data analysis, and relationship building. They excel at navigating complexity, influencing across teams, and driving organizational performance through alignment, accountability, and execution.

REPORTS TO: Chief Executive Officer

SUPERVISES: Data analytics team member(s)

JOB SUMMARY:

Strategic Leadership & Organizational Integration (50%)

Ensure the organization's strategic priorities are translated into coordinated action and measurable results across all departments.

Key Responsibilities

- Partner with the CEO to drive implementation of the strategic plan and organizational priorities.
- Coordinate cross-functional initiatives to ensure alignment, collaboration, and accountability.
- Facilitate communication and coordination among departments to eliminate silos and improve organizational effectiveness.
- Provide coaching, leadership, performance management, and professional development to executive direct reports.
- Lead executive planning processes, including annual work plans, quarterly priorities, and organizational performance reviews.
- Prepare executive briefings, reports, and dashboards that support informed decision making.
- Monitor progress on strategic initiatives and recommend corrective actions to address barriers and risks.
- Facilitate Executive Team meetings and ensure timely follow-up on organizational commitments.
- Serve as Manager on Duty (MOD) on behalf of the CEO as assigned.

Organizational Performance & Continuous Improvement (30%)

Foster a culture of excellence through data-driven decision making, performance management, and continuous organizational improvement.

Key Responsibilities

- Develop and oversee organization-wide performance dashboards and key performance indicators (KPIs).
- Promote the consistent use of data and analytics to guide strategic and operational decisions.
- Analyze organizational trends and identify opportunities to improve effectiveness, efficiency, and mission impact.
- Support department leaders in establishing measurable goals and evaluating outcomes.
- Lead organizational process improvement initiatives that strengthen collaboration and accountability.
- Champion a culture of continuous learning, innovation, and operational excellence.
- Ensure organizational decisions are informed by measurable outcomes and aligned with strategic priorities.

Executive Initiatives & Strategic Partnerships (20%)

Lead complex organizational initiatives and strengthen strategic relationships that advance the Food Bank's mission.

Key Responsibilities

- Manage high-priority projects assigned by the CEO that span multiple departments or external partners.
- Lead planning and execution of complex organizational initiatives, ensuring projects are delivered on time and within scope.
- Coordinate organizational responses to emerging opportunities and strategic challenges.
- Represent the CEO and the organization in meetings with community partners, government agencies, funders, and other key stakeholders as appropriate.
- Support the development and maintenance of strategic partnerships that advance organizational goals.
- Prepare executive communications, presentations, and briefing materials for high-level meetings and engagements.
- Perform other strategic assignments and special projects that support the mission and long-term success of the organization.

QUALIFICATIONS:

Education and Experience:

- Bachelor's degree in public administration, business administration, nonprofit management, public policy, communications, or related field. .

- Master's degree in Business Administration (MBA), Public Administration (MPA), Organizational Leadership, Public Policy, or related field preferred.
- Experience in a nonprofit, food bank, foundation, or human services organization.
- 10+ years of progressively responsible executive leadership experience in nonprofit, public sector, healthcare, education, or other complex mission-driven organizations

Knowledge/Skills/Ability:

- Experience managing complex, cross-functional projects.
- Experience leading complex, cross-functional projects involving multiple stakeholders.
- Experience facilitating organizational planning, strategic implementation, and change management.
- Experience developing and using performance metrics, dashboards, and data analytics to support executive decision making
- Experience building collaborative relationships across departments and with external partners.
- Experience preparing executive-level reports, presentations, and board materials.
- Supervisory experience preferred.

Additional Requirements

- Must have access to a motor vehicle, as well as valid auto insurance coverage.
- Must have a valid California Driver's License and a satisfactory driving record, as documented by a current MVR (will be obtained by the Food Bank's insurance carrier).
- It is the responsibility of all SHFB personnel to participate in our Food Safety/Food Defense programs.
- Demonstrate ethical business practices, in conformance with all state and federal laws and regulations.
- Commitment to serving vulnerable populations and ending hunger in Santa Cruz County
- Demonstrate full adherence to the Code of Conduct and all policies/procedures related to compliance.
- Adherence to all applicable federal and state laws and regulations including, but not limited to, those governing confidentiality, privacy, program, billing, and documentation standards.
- Ability to meet the following physical requirements with or without reasonable accommodation:
 - Able to hear conversations on the phone and in-person. The person in this position frequently communicates with partners and stakeholders over the

phone, while giving tours, at community events, etc.; must be able to exchange accurate information in these situations.

- Must be able to sit at a desk or in a vehicle for long periods of time to perform certain job functions.
 - Be able to read, write, and interpret written reports, documents and manuals.
 - Able to safely lift or carry items weighing up to 15 pounds.
 - Bi-manual dexterity and able to use a computer keyboard.
 - Frequent standing and sitting throughout the day.
 - Use hands to manipulate, handle, feel, and control items or equipment, including laptop computer and motor vehicle.
 - Climb up or down stairs.
 - The person in this position needs to frequently walk to various community event locations.
- Given the front-line nature of our work, there will be instances where staff are required to work a flexible schedule in order to respond to community needs. Advanced notice will be provided.
 - In instances of a federal, state or locally declared emergency, Second Harvest is considered an essential service and emergency responder; all its employees may be called in to perform regular or emergent duties.

STANDARD WORK SCHEDULE: Monday – Friday. Evening and weekend work required depending on community and organizational need.

WORKSITE: 800 Ohlone Parkway, Watsonville, CA 95076

WORK FROM HOME: Not Eligible

Benefits: We offer competitive salaries and benefits and a rewarding work environment.

PAID TIME OFF: new hires accrue three weeks of vacation time in their first year of service, in addition to paid 10 company holidays, and 12 sick days, per year.

HEALTH AND WELLNESS:

- ✓ 4 Gold-rated medical plans: employer covered at 90%-80% depending on the plan.
- ✓ 100% employer-paid benefits for employee Vision, Dental, Life, Long-Term Care, Long-Term Disability, Accidental Death & Dismemberment and Employee Assistance Program
- ✓ Employer subsidized vision and dental insurance for dependents.
- ✓ AFLAC supplemental plans
- ✓ Health Care and Dependent Care Flexible Spending Accounts
- ✓ Supplemental coverage on Life and AD&D plans.
- ✓ Pet Insurance

FINANCIAL BENEFITS

- ✓ 403(b) Retirement Plan with generous employer contribution.
- ✓ Tuition reimbursement program

Job Details: This is a full-time, regular, non-exempt/exempt position with a competitive annualized hourly salary of \$178,263-\$205,527 DOE.

To Apply: Please submit your resume and cover letter at <https://www.thefoodbank.org/careers>

All requirements are subject to possible modification to reasonably accommodate individuals with disabilities. This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by their supervisor. This document does not create an employment contract, implied or otherwise, other than an “at will” relationship.

Second Harvest is an equal opportunity employer to all, regardless of age, ancestry, color, disability (mental and physical), exercising the right to family care and medical leave, gender, gender expression, gender identity, genetic information, marital status, medical condition, military or veteran status, national origin, political affiliation, race, religious creed, sex (includes pregnancy, childbirth, breastfeeding and related medical conditions), and sexual orientation.

Second Harvest will consider qualified applicants with a criminal history pursuant to the California Fair Chance Act. You do not need to disclose your criminal history or participate in a background check until a conditional job offer is made to you. After making a conditional offer and running a background check, if Second Harvest is concerned about a conviction that is directly related to the job, you will be given the chance to explain the circumstances surrounding the conviction, provide mitigating evidence, or challenge the accuracy of the background report.
