



Position Description: Senior Manager, Corporate Engagement

About Boston Cares: Boston Cares partners with nonprofits and schools to expand their impact by mobilizing diverse people to collaboratively address our community's critical needs. Founded in 1991, Boston Cares has mobilized people to provide over 1.3 million hours of service to the Greater Boston community addressing education and economic opportunity gaps, providing basic daily needs, connecting community members, and more. Our primary programs include our Hands At Work corporate engagement services providing customized project management for 60+ companies annually; our signature Calendar program engaging over 4000 individuals in flexible volunteer opportunities; and our Allies for Immigrants program providing English language tutors to immigrants. In 2022, we rolled out a new strategic plan focusing on impact, equity, and the role volunteerism can play in building strong, resilient communities.

Learn more at www.bostoncares.org.

Position Summary: Reporting to the Director of Corporate & Community Engagement and working closely in collaboration with the entire Corporate Engagement Team, the Senior Manager, Corporate Engagement will serve as a primary relationship manager for corporate partners, ensuring high quality service delivery that exceeds goals and expectations.

Key responsibilities of the Senior Manager, Corporate Engagement will include:

- Manage relationships with a portfolio of corporate clients, providing exceptional customer service throughout the process (75%)
 - Work closely with lead contacts at corporations to assess specific needs and goals around volunteer engagement; match partners with service project options identified by Boston Cares team, including Impact Consulting
 - Communicate regularly with clients to ensure projects are on track, meeting their needs, and to address any questions; offer support and guidance to clients around best practices for internal planning
 - Meet with corporate partners and their employees, as requested, to promote service days
 - Support additional partner needs as they arise, including sourcing recommendations for transportation or food, using Boston Cares online system for volunteer registration, or providing training to employee project leaders
 - Create and distribute post-project reports to corporate partners highlighting their impact; distribute and manage post-project surveys and debrief communications to assess for areas of improvement
 - With Director of Corporate & Community Engagement, renew corporate partnerships on an annual basis
 - Support Director of Corporate & Community Engagement in management of largest partnerships
 - Monitor invoicing and contracting with partners as needed
 - Ensure collection of and recording of project data, including use of the HandsOn Connect Salesforce system, and tracking project outputs
 - Manage social media communications relating to corporate engagement, including day of service posts, blog posts and newsletters
 - Serve as an on-site project leader for service projects
- Manage team of three responsible for sourcing and implementing all aspects of service projects and supporting corporate relationship management (25%)
 - Managers will work proactively to develop a catalog of available projects based on community needs, and reactively to find additional needs that fit specific requests from corporate partners

- Work closely with managers to ensure project options meet community need and align with corporate goals
- Review project plans, instructions, supplies and logistics for accuracy to ensure a smooth project for partners
- Attend site visits in advance of projects
- Ensure sufficient recruitment and training a sufficient corps of Corporate Project Leaders
- Support team in supply packing and distribution as needed
- Manage project budgets to ensure supply and staffing costs are cost-effective

Additionally, the Senior Manager, Corporate Engagement will:

- Be an active member of the Boston Cares staff team
- Engage with Board and Staff to further Boston Cares' equity and inclusion goals, including serving on Board committees
- Represent Boston Cares externally at service projects, with agency and corporate partners, and at other events

Qualifications:

- Experience working with volunteers and/or non-profit programming
- Bachelor's degree or comparable experience and 3-5 years of experience in the nonprofit or CSR field
- Familiarity with tasks such as painting, landscaping and carpentry preferred
- Strong attention to detail and ability to manage many moving projects at once
- Excellent written and verbal communication and interpersonal skills
- Demonstrated exceptional customer service
- Interest and ability to work as part of small team in a fast-paced environment
- Demonstrated ability to manage a project from start to finish
- Commitment to social justice and working to build a more equitable Boston
- Familiarity with (or willingness to learn) Microsoft Office, Salesforce, social media platforms, and app-based productivity and communication tools
- Ability to lift and move project supplies (up to 50 lbs.) and be standing throughout the day leading projects
- Valid driver's license; comfortable driving cargo vans and 10-14' trucks
- Occasional evening and weekend availability
- Sense of humor
- Passion for volunteering and community engagement
- Fully vaccinated for Covid-19, per CDC definition

Compensation & benefits: \$60,000 annual salary, generous & flexible PTO policy, employer-supported health & dental insurance, 401k with employer match, life insurance, and more. Boston Cares currently offers a hybrid work environment with expectations for staff to be in our Charlestown office a minimum of two days per week; more frequent in-person work may be needed for this role due to the in-person nature of service events. This is a full-time role averaging 40 hours per week on a Monday – Friday schedule, with occasional evening/weekend responsibilities.

To apply, please send resume and cover letter to Laura Keith at laura.keith@bostoncares.org. Applications will be reviewed on a rolling basis to fill an immediate opening. No phone calls please.

Boston Cares offers Equal Employment Opportunities (EEO) without regard to age, race, color, national origin, gender (including pregnancy, childbirth or medical condition related to pregnancy or childbirth), gender identity or expression, religion, physical or mental disability, medical condition, legally protected genetic information, marital status, veteran status, military status, sexual orientation, or any other factor determined to be an unlawful basis for such decisions by federal, state, or local statutes.