



## **Position Description: Community Partnerships Manager**

**Mission:** Boston Cares mobilizes and trains individual and corporate volunteers who strengthen communities and improve the lives of people in need. We are the largest volunteer agency in New England, a member of the Points of Light affiliate network and a leader in the volunteer engagement sector. We build strategic and structured relationships with schools and nonprofits with needs that can be filled by teams of volunteers; and then we recruit, train and lead reliable and enthusiastic groups of volunteers who get the job done. Our year-round volunteer programs and seasonal signature service events engage adults of all ages, children & teens and corporate partners. Founded in 1991, Boston Cares volunteers have provided over 1.1 million hours of service to the Greater Boston community. Learn more at [www.bostoncares.org](http://www.bostoncares.org).

**Position Summary:** Reporting to the Associate Director of Programs, the Community Partnerships Manager will play a key role in managing programs and partnerships with our 180+ nonprofit and school partners across Greater Boston. The Community Partnerships Manager will be responsible for day to day coordination of volunteer opportunities serving nonprofit partners, including providing customer service and managing data/systems.

### **Key responsibilities of the Community Partnerships Manager will include:**

- Serve as the primary contact for nonprofit agency and school partners working with Boston Cares community programs
  - Manage all day-to-day communications with partners, including processing project requests, posting opportunities to the website, and updating project information in our database
  - Address any issues with partners, and elevate issues as appropriate
  - Ensure accurate, detailed, current information about projects is available to volunteers and Volunteer Leader
  - Meet regularly with strategic program partners to ensure high quality program delivery
  - Regularly assess new partnerships and opportunities to expand current programs and partnerships
- Manage program data in HandsOn Connect (HOC), our Salesforce based data & website platform
  - Collect, enter and manage all project information into the HOC system
  - Ensure monthly reporting is accurate and complete, run reports for team as needed
  - Serve as team expert on data system; identify opportunities for improvements, implement updates as appropriate
- With programs team, manage information on our website, including web page updates, uploading and updating of volunteer opportunities, and regularly monitoring website content for opportunities to improve communications; serve as primary implementation manager for website
- Work in close partnership with Volunteer Engagement Manager to ensure effective programming for both partners and volunteers; work in tandem to ensure projects are led, filled, and meeting needs of all stakeholders
- Support the Volunteer Engagement Manager in delivering New Volunteer Orientations, Volunteer Leader Trainings, and other program-specific volunteer training opportunities
- In close partnership with Associate Director of Programs, identify and implement growth opportunities for program offerings, including opportunities to work with our partners in new ways, and continuing to develop special initiatives such as the Corps and ServiceWorks
- Support the Associate Director of Programs in the implementation of special events, including service days and the annual Boston Cares Awards



- Supervise Starbucks Service Fellows working with program & project implementation
- Develop and manage skilled volunteer roles to support your work
- Support the corporate engagement team as needed, including assisting with project prep and leading employee volunteer teams at hands-on service sites
- Support special projects and initiatives as needed

**Additionally, the Community Partnerships Manager will:**

- Be an active member of the Boston Cares staff team
- Establish and meet yearly goals and objectives
- Represent Boston Cares externally at service projects, with agency and corporate partners, and at other events

**Qualifications:**

- 1-3 years of relevant experience and/or bachelor's degree
- Demonstrated interest in the nonprofit sector
- Strong attention to detail and ability to manage many moving projects at once
- Excellent communication and interpersonal skills
- Interest and ability to work as part of a small team in a fast-paced environment
- Ability to initiative and work independently on projects
- Experience with Salesforce or strong ability and interest to learn new technology
- Demonstrated proactive approach to problem solving
- Experience participating in or leading service-learning work
- Passion for community-based development
- Ability to lift and move project supplies and be standing throughout the day leading projects
- Occasional evening and weekend availability
- Valid driver's license
- Sense of humor

**To apply, please send resume and cover letter to Laura Keith at [Laura.Keith@bostoncares.org](mailto:Laura.Keith@bostoncares.org). Applications will be reviewed on a rolling basis. Start date as soon as possible. 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.*