



JOB DESCRIPTION - CORPORATE ACCOUNT MANAGER

Position Title

Corporate Account Manager

Position Type

This is a full-time position

Position Purpose

Reporting to the Director of Corporate Relations, the Corporate Account Manager will work with a diverse portfolio of corporate partners to achieve corporate partners' volunteer service goals. This position will oversee the development, execution and management of any HandsOn-led projects or events associated with these partners. This position will also support the Director of Corporate Relationships in maintaining/expanding existing corporate partnerships, and identifying/securing new corporate partnerships.

Responsibilities of Corporate Account Manager

Corporate Accounts

- Manage existing relationships with corporate partners
 - Execute details outlined in corporate contracts
 - Manage corporate partners' expectations around contracts and engagements
 - Manage, train, and encourage corporate partners' ambassadors
 - Understand the culture, volunteer goals and CSR initiatives of corporate partners
 - Provide excellent customer service to all corporate partners in the delivery of their volunteer program vision
 - Share best practices about volunteer recruitment, engagement and management with corporate partners
 - Ensure that all engagements are high quality events that align with the corporate partner's Corporate Social Responsibility (CSR) goals
 - Manage waiver process with corporate partners
 - Work with corporate partners to manage individual online registration systems
 - Work with corporate partners to support volunteer recruitment
 - Receive any feedback from corporate partners regarding all aspects of engagement
- Steward current partners and cultivate new partners
 - Lead the renewal process for portfolio accounts with the assistance of the Director of Corporate and Donor Relations
 - Explore opportunities to engage corporate partners in additional HandsOn programs such as Project in a Box
 - Maintain contact with partners throughout the year
 - Assist in identifying and initiating contact with prospective corporate partners
- Oversee all financial processes related to accounts
 - Allocate project budgets appropriately and oversee team's adherence to budget
 - Clearly communicate what is/not included in budgets to corporate partners
 - Approve all agency reimbursement forms
 - Manage activity reports for on-demand accounts to track volunteer numbers and budgets
 - Review and approve all final expenses for each project

Project Development

- Work with the Community Relations team to identify agencies and projects for corporate volunteer engagement
- Coordinate with Program Delivery Team to develop and execute high quality corporate volunteer projects
- Collect project feedback from Project Leads post-event

Administrative Duties

- Manage account information and project milestones in our database system (Salesforce)

- Work with Impact Data Specialist to ensure information in the database (such as engagements, volunteer numbers, projects, etc.) is up to date

Responsibilities of all HandsOn Bay Area Staff:

- Embrace HandsOn Bay Area's core values and mission
- Be ambassadors for HandsOn Bay Area in the community
- Support the fundraising efforts of the organization
- Act as leaders at HandsOn Bay Area corporate service projects on occasion

Requirements:

- Exceptional oral and written communication skills
- Strong customer service skills
- Experience in providing positive supervision/mentoring for volunteers at project sites
- Ability and flexibility to work in a fast-paced environment managing multiple priorities
- Ability to work both independently and as a member of a team
- Interest in nonprofit work and belief in the value of community service
- Experience with Salesforce (Desired but not required)

Important Dates & Information

- Application Due Date: Sunday September 15th, 2019
- Phone Interviews: Ongoing through September 16th
- In-Person Interviews: Ongoing through September 16th, 2019
- Start Date: around October 1st 2019 or sooner
- HandsOn is contractually obligated to run background checks on our employees, and we strongly believe in protecting the vulnerable populations with which we work. We take a whole view of a person's past into consideration, because we know that you are a lot more than your permanent record.

Compensation:

\$45,000- \$50,000 commensurate with experience. Includes a great benefits package (full health/vision/dental insurance, 3 weeks vacation, community service time off, sabbaticals, and 401k plan with matched contributions up to 4% of salary).

How to Apply:

Email all required documents shown below to jobs@handsonbayarea.org by September 15th, 2019.

- Include the following in the email subject line: Corporate Accounts Manager - [insert your last name here].
- **Documents to include in application:** *All files should be submitted as PDF documents*
 1. Cover letter (PDF)
 2. Resume (PDF)

People helping people™

HandsOn Bay Area connects companies and people with high-quality volunteer projects through our extensive network of local nonprofits and schools in need. We help companies - including Google, Salesforce, Levi's and many others - create customized volunteer events to make their employees happier and better serve society. And we offer hundreds of volunteer projects each month to anyone who wants to help, covering all the causes people care about.

[Check out one of our videos for an example of our work.](#)