



## We're Hiring!

### **Position Available:** Corporate Social Responsibility (CSR) Specialist

**Position Type:** This is a one-year to two year full-time position with benefits. This position will primarily work out of various offices in the Bay Area, as well as from home. There may be a possibility of travel within the US and Canada.

**Position Purpose:** Reporting to the Senior Corporate Account Manager, the CSR Specialist will be responsible for working directly with one of our major corporate partners to provide support of our partner's Corporate Social Responsibility (CSR) goals. Concurrently this role will have significant goals for HandsOn's volunteer and leadership programs.

### **Position Responsibilities**

#### *Supporting Volunteering Efforts across North America*

- Work with volunteer leads and/or teams to source, plan and execute local, virtual, and skills-based volunteer events in cities across North America (support being provided virtually in most cases).
- Help to lead/support specific volunteer campaigns as part of North American volunteering initiatives year-round, like Earth Day. Help create holistic campaign communications to drive recruitment to projects.
- Event Management: Support the planning and execution of various volunteer events, including the promotion of employee engagement, support of volunteer leads, volunteer project option sourcing, project organizing, skills-based project creation as necessary, project metrics tracking, as well developing communications and marketing plans to amplify projects and showcase impact.
- Research and grow a network of nonprofit partners to facilitate corporate volunteer days. Work on partnership management of national non-profit volunteering partners to ensure cohesive projects and budget alignment.
- Support service-themed team builds, work to manage a menu of options and give guidance to the host team.

#### *Volunteer Ambassador Community Building*

- Support the expansion of the North America Volunteer Ambassador (VA) program, which is a group of highly-motivated employees who help lead and drive CSR-related events in offices across the region.
- Help recruit, train and retain new Volunteer Ambassadors.
- Assist with the coordination of regular Volunteer Ambassador calls, build content for said calls, build content for VA training purposes, and work with VAs (net new or existing) as necessary to help execute volunteer events.
- Manage the VA community within virtual communities, creating and curating content to keep teams engaged and inspired.

### *Administrative & Communications Duties*

- Tracking of data/metrics on a regular basis.
- Managing back-end systems and approving employee hours/match requests on Benevity.
- Working regularly within the volunteer management system, Benevity (enter new users, causes/entities, project details, pull reports, build visualizations based off of data, etc.).
- Managing the general team mailbox and answering emails on behalf of team members.
- Writing blogs, summaries of initiatives and events, internal communications.
  - Support with general content curation for the CSR team (strategy presentations, e-mail communications, award submissions) .

### **Responsibilities of all HandsOn Bay Area Staff**

- Embrace HandsOn Bay Area's mission and core values.
- Be ambassadors for HandsOn Bay Area in the community.
- Support the fundraising efforts of the organization.
- Act as leaders on HandsOn Bay Area corporate service projects as necessary.
  - *Volunteer Project Development*
    - Coordinate and/or conduct site visits with nonprofit agencies to scope out which activities the volunteers will complete either virtually or in person (examples: career readiness assistance or gardening).
    - Research, organize, and prepare plans to make the volunteer project a success.
    - Communicate professionally with corporate clients about the details of the events.
  - *Day of Volunteer Project Management*
    - Ensure that the project experience is productive, safe, and fun for the volunteers.
    - Welcome, direct, and instruct/manage large groups of volunteers.
    - Communicate clearly with volunteers to articulate goals of the project.
    - Troubleshoot any problems that might arise.
    - Coordinate project wrap-up/clean-up as the project is ending.
    - Ensure that the project goals are met.
- Occasionally work in our warehouse to organize and package tools for volunteer projects and assist with supply delivery/retrieval.

### **Requirements**

- Strong customer service skills. Good interpersonal and communication skills, written & verbal.
- Experience working with corporations is preferred.
- Experience managing community and/or corporate volunteers for one-time service projects as well as for longer term commitments.
- Ability to build strong working relationships with colleagues and partner organizations.
- Creativity and resourcefulness in developing and executing engagement plans, communication campaigns, and community events.
- Familiarity with Google Suite and Microsoft platforms.
- Experience with graphics, storytelling, basic video editing and design is a plus but not necessary.
- Interest in working in Salesforce tracking information, maintaining data, and building reports; experience working with it, a plus.
- Detail oriented. Able to multi-task with flexibility to succeed in a fast-paced environment.
- Ability to organize and plan projects.
- Comfortable speaking in front of and facilitating groups (from 10 to 100+), both virtually and in-person. Enthusiasm to take on leadership of large-scale projects (100+ volunteers), a plus.

- Able to provide positive supervision and mentoring for volunteers at a project.
- Valid CA driver's license (or willingness to obtain a license) for travel to project sites throughout the Bay Area, and passport for international travel.
- Ability to drive vehicles like small U-hauls/large vans a plus.
- Experience with gardening, painting, or construction, a plus (we can provide training).
- Ability to lift and carry event supplies and load them into our fleet.

### Traits

- Enthusiastic. Enjoys building interpersonal relationships.
- A team player who can also work independently AND have fun!
- Interested in nonprofit work and believes in the value of community service.
- Organized, likes attention to detail, good time-management skills.
- Professional demeanor in person, in virtual meetings, and in email communications.
- Handy with basic project budgeting.

HandsOn Bay Area is committed to making diversity, equity, and inclusion part of everything we do. Bring your true self. Uniqueness is powerful.

### Important Dates & Information

- Virtual Interviews: Ongoing
- Target Start Date (flexible): January 15, 2024

### Salary Range

\$52,500 - \$60,000 yearly, depending on experience.

Includes a comprehensive benefits package:

- Health, vision, and dental insurance (premiums 100% covered for the employee, 50% for spouse/registered domestic partner/children). Life and short term/long term disability insurances fully covered for the employee
- 401k plan with up to 4% salary match
- 15 vacation days each year
- Accrual of up to 9 sick days per San Francisco Paid Sick Leave Ordinance
- 9 holidays each year
- 8 hours of community service time off

### How to Apply

Email a cover letter and resume (please convert all attachments to pdf) to [jobs@handsonbayarea.org](mailto:jobs@handsonbayarea.org)

1. Include the following email subject line: CSR Specialist - [insert your last name here].
2. Address the following in your cover letter:
  - a. Your interest in CSR.
  - b. What makes a high-quality volunteer experience?

# HandsOn Bay Area's Core Values and Mission

## Mission

People Helping People™

### About Us

HandsOn Bay Area creates awesome volunteer projects to connect companies and people like you to schools, parks and nonprofits that need your help.

HandsOn Bay Area volunteering projects address critical community issues such as hunger and homelessness, the environment, youth development and more. Each year, we mobilize 27,000+ volunteers to help 250+ local schools, parks and nonprofits with over 69,000 hours of volunteer support.

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

## Core Values

HandsOn Bay Area works to make positive change in our community while modeling an organizational culture that allows all team members to succeed. We strive to uphold the following values in all that we do.

- **High-Quality Programming**

HandsOn Bay Area provides high-quality experiences that fuel further action. High quality is the lens for all of our partners - volunteers, agency partners and corporate partners. If we let someone down, we will work to make it up to them as quickly as possible.

- **Service Unites**

HandsOn Bay Area believes that the challenges and issues that we as humans face in the world can be met and improved through the powerful human connections created by service. We are guided by Dr. King's profound statement - "Everyone can be great because everyone can serve." Service is the path by which we can all take part in the healing of our world.

- **Corporate Social Responsibility**

HandsOn Bay Area believes that corporate partners can be positive contributors in the community. We seek to guide and direct the energy of our corporate partners to do good by creating high quality programming rooted in the real need of the community.