



## We're Hiring!

**Position Available:** Corporate Account Manager

**Position Type:** Full-time - Bay Area California based - Work from home and/or from the office, except on "in-person" project days (up to 30 per year)

HandsOn Bay Area is looking to hire a team member who is driven and inspired by the work that volunteers can achieve. Through our Account Manager position, you will work with various corporate partners to create engaging volunteer experiences and events for their employees. In addition, the position provides diverse exposure to Bay Area companies' CSR initiatives, insight in nonprofit finances and budget management, and networking opportunities with incredible nonprofits, schools, and organizations. Another benefit to the role is the hands-on experience with project management of outdoor and indoor in-person and virtual volunteer events that positively impact the community. This position has the flexibility to work remotely from home or from our office with an expectation to lead in person projects (up to 25 per year) throughout the Bay Area.

### Position Purpose

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

### Position Responsibilities

#### *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
    - Coordinate the appropriate virtual platform and technology needs and accessibility for virtual projects
    - 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
    - Collect and organize impact data to share with corporate partners
- Steward current partners and cultivate new partners
  - Lead the renewal process for portfolio accounts with the assistance of the Associate Director of Corporate 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 and organize project feedback from Project Leads post-event

#### *Administrative Duties*

- Manage account information and project milestones in our database system (Salesforce)
- Work with 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 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.
- 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.
- Interest in working in Salesforce tracking information, maintaining data, and building reports; experience working with Salesforce, a plus.
- Familiarity with Google Suite: Gmail, Calendar, Drive, Sheets, Docs, and Slides.
- 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.
- 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.

#### **Important Dates**

- Applications will be reviewed on a rolling basis, if you are interested, please submit your application as soon as possible.

## Compensation

\$53,000 - \$56,000 yearly (based on experience). Includes a great benefits package: health/vision/dental insurance - premiums covered 100% for employees, 50% for spouse/registered domestic partner/children; vacation/sabbaticals; community service time off; and 401k plan with up to 4% salary match.

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

## 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 in the email subject line: Corporate Accounts Manager - [insert your last name here].
2. Address the following in your cover letter: What makes a great 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.