



We're Hiring!

Position Available: CSR Specialist

Position Type: This is a one-year (with possible extensions), full-time position with benefits. This position will primarily work out of various offices in the Bay Area, as well as from home.

Position Purpose: Reporting to the Director of Corporate and Donor Relations, 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/manage specific volunteer events as part of North American signature volunteering initiative in April, "Spring Into Service" and again in October during "Month of Service". Help shape and build other volunteer campaigns.
- Event Management: Support the planning and execution of various volunteer events, including the promotion of employee engagement, volunteer project option sourcing, project organizing, skills-based project creation as necessary, project metrics tracking, as well as close work with the communications and marketing teams to amplify projects and showcase impact.
- Research and grow a network of nonprofit partners to facilitate corporate volunteer days.
- 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 net 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.

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.

Responsibilities of all HandsOn Bay Area Staff:

- Embrace HandsOn Bay Area's core values and mission (see below)

- 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

Requirements:

- Exceptional oral and written communication skills with very strong customer service skills.
- 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 work both independently and as a member of a team.
- Travel throughout the Bay Area required.
- Attention to detail with the ability to multitask and meet deadlines.
- Interest in nonprofit work and belief in the value of community service.
- 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.
- Experience with graphics, storytelling, basic video editing and design a plus but not necessary.

Traits

- Excellent time-management skills.
- Highly organized with great attention to detail.
- Professional demeanor in person, in email, and on the phone. Strong customer service skills.
- Good interpersonal and communication skills, both written and verbal.
- Self-starter. Able to work both independently and as part of a team.
- Ability and flexibility to work in a fast-paced environment.
- Handy with basic project budgeting.
- Experience with gardening, painting, or construction a plus but not necessary.

Important Dates:

- **January 27th:** applicant submission deadline
- **Ongoing through February 1st:** Phone Screening
- **Week of February 1st:** In-person interviews
- **Week of February 24th or shortly thereafter :** Start date

Important Information

- 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.

Compensation:

\$50,000-\$55,000 yearly, depending on experience. Includes a great benefits package (health/vision/dental insurance, vacation, community service time off, and 401k plan with a match).

How to Apply:

Email a cover letter and resume (please convert all attachments to pdf) to jobs@hoba.org by January 27th, 2020.

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

People helping people™

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.](#)

HandsOn Bay Area's Core Values and Mission

Mission

People Helping People™

HandsOn Core Values

HandsOn Bay Area is an organization that seeks to make positive change in the community while modeling an organizational culture that allows all team members to flourish. The following are the values we strive to uphold in all we do.

- **High-Quality Programming**

HandsOn Bay Area has a strong focus on providing high-quality experiences that fuel further action. In the parlance of Jim Collins' Good To Great management teachings, this is our "hedgehog." 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.

- **Work / Life Balance**

We are creating a place where people work hard and are committed to advancing our mission, while also supporting our staff to maintain balance with their life outside of work. Life presents personal challenges that do not coincide with work plans and timelines; HandsOn attempts to give staff members the flexibility to deal with situations, so they can stay focused and engaged in their work and personal life.

- **Professional / Casual**

HandsOn staff members are nonprofit professionals who passionately serve the Bay Area through their work. HandsOn aspires to create a space where staff can be serious about business and serious about fun.

- **Corporate Philanthropy**

HandsOn believes that corporate partners can be positive contributors in the community. HandsOn seeks to enhance the impact for service and philanthropy for corporate partners. HandsOn does not partner with corporations whose products, when used as directed, cause death and destruction (e.g. tobacco, firearms, weapons). We leverage our corporate partnerships to meet the highest need possible in the community.

- **Team-work & Collaboration**

Team-work and collaboration are critical to success. Internally, HandsOn provides room to share ideas and work together. Debate is internal; externally, HandsOn speaks in one voice.

- **Ownership, Personal Responsibility & Autonomy**

We value a culture of respect, where conflicts are dealt with directly and professionally. Because the organization functions as a team, each individual must follow-through on their individual responsibilities, so that others can complete their work. The staff members have responsibility to accomplish their work; each person works with their supervisor to set an appropriate schedule. Staff performance will be judged on the quality of work.

- **Decision-making / Transparency / Confidentiality**

We value a culture of respect, where transparency is honored, when appropriate, in decision-making and where staff, regardless of hierarchy, are involved and/or informed of key decisions as early as is appropriate. We strive to make sure the decision-making process is clear and the decision is understood by the staff, even if not everyone agrees with the decision. Personnel issues, staff salaries, and other items of a confidential nature will be held confidential by all parties involved.

- **Diversity, Inclusion, and Equity**

HandsOn aspires to expand the diversity of volunteer demographics, and celebrates the accomplishments of our current volunteers, independent of their demographic profiles. HandsOn aspires to reflect community diversity through the board and staff. HandsOn's staff and board consider a broad definition of diversity including race, gender, ethnicity, personal faith, nationality, sexual-orientation, age, and economic background. We value an extended definition of "family" and aspire to have that reflected in our policies. HandsOn will not partner with a company, agency, project, or event that actively supports discrimination of any community group.

- **Issue-Focused/Non-partisan**

HandsOn encourages current and hopeful political figures to actively engage in service, and we may partner with them to advance those efforts regardless of political affiliation. HandsOn will never endorse a political party or an individual politician. HandsOn does develop projects that allow individual volunteers to have meaningful experiences related to community issues. HandsOn does encourage individual volunteers to translate their volunteer experiences into action--vote, write a letter to a politician, run for office.

- **Service First**

HandsOn volunteer projects are direct-service opportunities that focus on community issues. HandsOn volunteers develop new friendships through shared interests, but the primary focus of the projects is not networking or dating. HandsOn minimizes the number of third-party volunteer opportunities--e.g. a gala or walk-a-thon--because HandsOn focuses on work that directly benefits the community served by the agency.

- **Non-Denominational**

HandsOn believes that faith-based organizations play a significant role in addressing community issues. HandsOn does not partner with faith-based organizations that actively discriminate or that require denomination-specific worship (or instruction) as a condition to receive services or resources.