



## **We're Hiring!**

**Position Available:** Community Agency Relations Coordinator

**Position Type:** Full-time

**Position Purpose:** Reporting to the Director of Community & Volunteer Relations, the Community Agency Relations Coordinator will be responsible for maintaining HandsOn Bay Area's lasting relationships with our large network of schools, parks, and nonprofit partners. This position will support relationships held throughout all of the Bay Area. In support of the many programs at HandsOn Bay Area, this individual will evaluate and maintain existing partnerships while curating new experiences that fit within the program design and model of our many programs. In addition, this position will develop a variety of volunteer projects/events and identify beneficiaries for various donations produced through HandsOn Bay Area programming. The position assists in ensuring that HandsOn Bay Area provides volunteers with a high-quality experience, which fuels further action.

### **Position Responsibilities:**

#### *Partner Agency Relationships*

- Maintain existing & develop new relationships with HandsOn Bay Area's agency partners, expertly assessing their volunteer needs and appropriately plugging them in to HandsOn Bay Area Programs & Services.
- In collaboration with partners, identify unmet community needs and work with the Volunteer Relations team to create high quality volunteer experiences to meet these needs.
- Conduct outreach to agency partners to identify volunteer projects that meet a corporate account scope. Determine viable project options and communicate those options to the Account Management team.
- Work with agency partners to best prepare them to receive volunteers and our team who will lead the volunteer projects developed for the corporate partner.
- Keep partner agencies up to date on the status of service projects; communicate changes effectively and with excellent customer service.
- Manage beneficiary identification for donations collected by HandsOn Bay Area, through corporate programs, as well as Project-in-a-Box.
- Coordinate with partner agencies to expedite project waiver procedures.

#### *Project Development*

- Evaluate and maintain current service projects offered through all HandsOn Bay Area programs, including, but not limited to:
  - done-in-a-day hands-on service projects suitable for our corporate partners.
  - recurring engagements suitable for the Community Calendar program.
  - service projects and curriculum for leadership programs; HandsOn Leadership and HandsOn Tomorrow.
  - development of creative projects in which volunteers produce useful products/donations that meet our community partners' needs.
- Support special events as assigned:
  - Family Volunteer Initiatives
  - National Volunteer Week
  - 9/11 Week of Service
  - Volunteer/Project Leader Networking Events
  - Adopt a Family

### *Administrative/Data Responsibilities*

- Manage Agency Partner data through Salesforce and HandsOn Connect.
- Develop reports for HandsOn Bay Area sales team and Directors as requested.

### **Responsibilities of the Community Agency Relations Team:**

- Be the experts on the needs of the agencies we serve and the communities with which they work.
- Have an awareness of the issues areas affecting the agencies we serve and the Bay Area at large.
- Educate fellow team members on community issues, the work of our agency partners, and the impact that HandsOn Bay Area provides these organizations.
- Provide expertise and guidance to fellow staff members as they work with community agencies on volunteer projects.
- Collaborate with the Volunteer Experience team to develop new, innovative volunteer projects that meet relevant need in the community.



### **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:**

- Must be willing to learn principles of database administration. Experience with Salesforce a major plus. Salesforce Administration Certification provided for promising candidates.
- Experience with project management systems, and volunteer management technology systems, a plus.
- Exceptional oral and written communication skills with very strong customer service skills.
- Experience in creative program development and process improvements, a plus.
- Experience in providing positive supervision/mentoring for volunteers at project sites.
- Valid California driver's license for travel throughout the Bay Area.
- Ability to lift up to 30 pounds.

### **Traits**

- Ability and flexibility to work in a fast-paced environment.
- 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 or familiarity of an affiliate of Points of Light a plus.
- 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.
- 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
- January 30th-February 4: in-person interviews
- February 17: *ideal* start date could start shortly before or after depending on candidate's needs

### **Important Information**

- HandsOn is contractually obligated to run background checks on our employees, and we strongly believe in protecting the vulnerable populations with which we work. Don't automatically exclude yourself from applying. 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.
- HandsOn Bay Area is an Equal Opportunity Employer that values diversity. We are committed to providing employees with a work environment free of discrimination and harassment of any kind.

### **Compensation:**

\$46,000-\$48,000. Includes a great benefits package (health/vision/dental insurance, vacation/sabbaticals, community service time off, and 401k plan).

### **How to Apply:**

Email a cover letter and resume to [jobs@handsonbayarea.org](mailto:jobs@handsonbayarea.org) by January 27, 2020.

1. Include the following email subject line: Community Agency Relations Coordinator - [insert your last name here].
2. Address the following in your cover letter: 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 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.

### **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 are 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 / Non-Discrimination**

HandsOn will not partner with a company, agency, project, or event that actively supports discrimination of any community group. HandsOn aspires to ultimately expand the diversity of volunteer demographics, but 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.

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

HandsOn will never endorse a political party or an individual politician. 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 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.

## **High-Quality Programming**

Projects are designed to be fun, rewarding and high quality experiences when the minimum number of volunteers attend. We provide excellent training for our Project Leaders.