



## **We're Hiring!**

**Position Available:** Staff Experience Manager

**Position Type:** Full-time

**Position Purpose:** Reporting to the Director of Finance & Administration, the Staff Experience Manager will be responsible for scheduling project leading assignments for all HandsOn Bay Area staff members. The Staff Experience Manager will also lead the organization's day to day administrative Human Resources tasks.

### **Position Responsibilities**

#### *Scheduling*

- Schedule HandsOn Bay Area staff members as Project Leaders to lead our various volunteer projects, taking special consideration for capacity of team at large.
  - Work closely with the Associate Director of Warehouse & Logistics (along with input from other Directors) to assign staff members when needed.
  - Work with the Community Relations team to plan out staffing needs for upcoming projects (both project leads and supports).
    - Add volunteer support to projects as needed.
- Administer (Salesforce-based) database of staff members to assist with the scheduling process.
  - Ensure each staff member has an up to date Project Leading profile in Salesforce to be used to inform project assignments.
  - Capture staff member abilities based on completion of various trainings.
  - Assist in identifying and/or scheduling trainings to be offered by the Volunteer Experience team as needed.
- Schedule all-staff events when assistance is needed by various teams.

#### *HR Administrative Tasks*

- Oversee HR information tracking through the various programs we use and ensure info is correct and kept up to date.
  - Zenefits: employee info database that tracks vacation and other time off, benefits administration and important documents.
  - Tsheets: time tracking for our part time and some of our full-time staff.
  - Benefits partners: ensure that all billing is correct.
- Lead the hiring and onboarding process for new employees.
  - Assist with recruitment and post jobs as necessary.
  - Conduct phone interviews; schedule in-person interviews.
  - Oversee onboarding training for new hires.
  - Ensure all materials and resources (job descriptions, interview questions, etc) are revised as needed.
  - Lead onboarding and training process for each new hire.
- Ensure departing staff members complete exit checklist and schedule exit interviews.
- Schedule monthly supervisor team meetings; assist in providing resources and training to the supervisors.

- Lead the agency wide training efforts on HR processes and critical information (i.e. Policies & Procedures, Harassment Prevention, and Benefits training including 401k and Employee assistance program).

### **Responsibilities of the Finance & Administration Team**

- Help to establish and maintain efficient administrative systems and procedures to aid in the smooth running of our operations.
- Ensure compliance with various federal, state and local regulations.
- Provide expertise and guidance to fellow staff members, ensuring they have the tools and/or training they need to be productive.
- Assist fellow team members in finance, purchasing, technology and office management tasks as needed.

### **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.
- Occasionally work in our warehouse to organize and package tools for volunteer projects and assist with supply delivery/retrieval.

### **Requirements:**

- Ability and flexibility to work in a fast-paced environment.
- Good interpersonal and communication skills, both written and verbal.
- Professional demeanor in person, in email, and on the phone. Strong customer service skills.
- Excellent time-management skills.
- Highly organized with great attention to detail.
- Self-starter. Able to work both independently and as part of a team.
- Strong analytical skills that can help with problem solving and conflict resolution.
- Trustworthy with a strong sense of ethics; Have discretion and honesty.
- Strong computer skills. Experience with Google Suite required; experience with Salesforce or HR management tools such as Zenefits, a plus.
- Ability to lift up to 30 pounds.
- Interest in nonprofit work and belief in the value of community service.

### **Important Dates**

- Monday, Jan 20: applicant submission deadline
- Week of Jan 21: phone interviews
- Weeks of Jan 27 & Feb 3rd: in-person interviews
- Start date: February 17th or earlier.

### **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:**

\$51,000. 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 (please convert all attachments to pdf) to [jobs@hoba.org](mailto:jobs@hoba.org) by Monday January 20, 2020.

1. Include the following email subject line: Staff Experience Manager - [insert your last name here].
2. Address the following questions in your cover letter:
  - a. What makes a high-quality volunteer experience?
  - b. What makes a high-quality experience for an employee?

**About HandsOn Bay Area:****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 <sup>™</sup>

## **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.