



We're Hiring!

Position Title: Program Delivery Coordinator

Position Type: Full-time/In-person in San Francisco

Position Purpose: Reporting to the Senior Program Delivery Manager, the Program Delivery Coordinator assists in our logistical execution of HandsOn Bay Area volunteer projects. This position helps to ensure the timely delivery of supplies and purchases to our volunteer projects via our fleet, delivery, shipping, and tool warehouse operations. This position works full-time in our office/warehouse space in San Francisco, and will also allow you to get out into the community when driving our fleet throughout the Bay Area for deliveries/purchasing and when leading in-person volunteer projects.

Position Responsibilities

Fleet & Delivery Coordination

- Coordinate deliveries, pickups, shipping, and purchasing runs (for Hands At Work projects, Project in a Box orders, and Donation deliveries)
 - Maintain scheduling calendar; help create weekly plans in advance
 - Identify available fleet for use or determine when other options are needed (Zipcar, rideshare, or personal vehicles); coordinate the use of U-Haul rentals
 - Partner with other teams to ensure needs are met: Account Managers for corporate Hands At Work and Project in a Box events, Community Relations for agency partner donations, and the scheduling team for logistical information around projects
 - Prioritize time-sensitive deliveries
 - Ensure relationships are maintained with our partners around deliveries
 - Assist with last-minute supply and purchase runs as needed
- Drive our fleet to help deliver supplies to project sites, complete purchasing as needed, and drop off donateables at our various nonprofit partners (approximately 5-10 hours/week)
- Assist in managing the HandsOn fleet: Our truck and van; U-Haul rentals, Zipcars, and staff personal vehicles
 - Schedule and complete repairs/maintenance and regulatory compliance (i.e. smog checks) in a timely manner; annual registration renewal oversight
- Assist in training staff on how to safely operate our fleet
- Comply with laws and regulations while promoting safety with all use of the fleet

Warehouse Organization

- Assist the Sr Program Delivery Manager in maintaining a well-organized/stocked warehouse for various volunteering tools and supplies (ie painting, gardening, basic construction, cleaning, and arts & crafts supplies)
 - Help with inventory (place orders, repair or replace items as needed)
 - Re-sort tools when they come back to the warehouse
 - Assist in organizing, cleaning, and completing various warehouse tasks
 - Aid in the safety, security, and cleanliness of our warehouse and parking lot
- Pack and prepare Tool Forms and Project in A Box orders for on-time delivery
 - Collaborate with Sr. Program Delivery Manager to create packing plans
 - Activate and help with ad-hoc teams of staff/volunteers to pack larger orders
- Assist with the Quality Control process for donations going to Agency partners
- Coordinate purchases needed for fleet and the warehouse.
 - Upload bills and receipts into our online expense reporting app; submit weekly expense

- reports to our finance team for all purchases and transactions
- Other duties as assigned

Project Leading & Supporting

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

Team-specific Responsibilities

Program Delivery Team (PDT)

- Assist in project packing (Project in a Box or Hands At Work) with other PDT team members.
- Commitment to learning about and understanding HandsOn Bay Area programs and how our warehouse operations support the organization
- Engage in creative problem-solving as challenges or pivots arise
- Create a culture of helping other HandsOn team members, especially during peak season

Responsibilities of all HandsOn Bay Area Staff

- Embrace HandsOn Bay Area's mission and core values
- We are one team; we are all here to help each other
- Be ambassadors for HandsOn Bay Area in the community
- Support the fundraising efforts of the organization

Requirements

- Ability to drive vehicles ranging in size from moving vans to U-Hauls/box trucks (up to 20')
- Valid CA driver's license required for travel to delivery and project sites throughout the Bay Area
- Ability to lift and carry (up to 50lbs regularly) event supplies and load them into our fleet
- Proficiency with workplace technology (or ability to adapt to them quickly), including collaboration tools like Slack and Google Workspace (Gmail, Calendar, Drive, Sheets, and Docs)
- Communicates and works well in team environments
- Detail-oriented. Able to multitask with flexibility to succeed in a fast-paced environment
- Great customer service skills; good interpersonal and communication skills, written & verbal
- Able to provide positive supervision and mentoring for volunteers at a project

Helpful Experience (not required, training can be provided)

- Experience in event planning - ability to organize and plan volunteer projects
- Experience working with the Salesforce platform or ability to adapt to new technologies
- Comfortable speaking in front of and facilitating groups (from 10 to 50+)
- Experience with gardening, painting, or construction

Traits

- 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!

Salary Range

\$26.44 - 27.41 per hour based on experience (approximately \$55,000 - \$57,000 yearly)

Benefits package includes:

- 100% employer-paid health, dental, and vision insurance (50% coverage for dependents)
- 401(k) with up to 4% employer match
- 15 vacation days (first 3 years), increasing to 20 days (years 4 & 5), and 25 days (years 6+)
- 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
- Sabbatical benefits at milestone anniversaries

Important Info/Dates

This position will be filled as soon as possible, and applications will be reviewed on a rolling basis. Apply right away if you are interested!

Apply Now!

Email a cover letter and resume (please convert all attachments to PDF) to jobs@handsonbayarea.org.

1. Include the following email subject line: Program Delivery Coordinator - [insert your last name here].
2. Address the following in your cover letter: What makes a high-quality volunteer experience?

HandsOn Bay Area's Mission and Core Values

Mission

People Helping People TM

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 needs of the community.