



Position Available: Program Delivery Manager

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

Position Purpose: Reporting to the Director of Program Delivery, the Program Delivery Manager will be responsible for managing the HandsOn Bay Area tool warehouse, purchasing and receiving supplies, and ensuring the on time delivery of tools and supplies for our volunteer projects. This Manager will oversee the warehouse and the operations surrounding receiving, sorting and backstocking supplies for projects. They will supervise a small team of part time Program Delivery Assistants (1-3 assistants depending on time of year and need) who will conduct tasks related to the organization, storage, and delivery of project supplies. This position will be working full time in our office/warehouse space in San Francisco.

Position Responsibilities

Warehouse Maintenance

- Maintain a safe and well organized warehouse.
- Purchase supplies to keep the tool room stocked.
- Package, unpack, and restock tools and supplies in our tool warehouse (e.g. garden tools, painting and construction supplies, cleaning supplies, QCing donations).
- Inspect products for defects, damage, or expiration.
- Work with the Director of Program Delivery to identify improvement opportunities and goals.
- Set up goal-oriented tasks for part-time staff/warehouse associates/volunteers to complete.
- Ensure Quality Control measures are taken for all supplies and donations to be distributed.
- Ensure all program activities are provided adequate supplies and materials as requested.
- Schedule and supervise internal volunteers that help around the warehouse

Technical:

- Support research, development and implementation of process improvements around Tool Forms, inventory management and project expensing within Google Suite and Salesforce.
- Collaborate with all departments to ensure successful program delivery.
- Work on a daily basis with the Programs Team to ensure all supply needs are packed and ready per the delivery schedule.
- Work on a weekly basis with the Programs Team to provide extended delivery support via Warehouse part-time staff.
- Communicate supply updates, concerns and relative information to the Programs team and Corporate/Donor Relations Team.
- Assist in sourcing new and affordable products as items go out of stock and/or project development shifts.
- Provide supply pricing reports to the Corporate and Donor Relations Team to ensure proper budgets are requested for relative project types.
- Communicate in-house donation inventory to the Community Agency Relations team to maintain fluid donation processing and avoid overstock.
- Schedule and/or execute deliveries
- Manage and maintain our fleet of vehicles (1 van and 1 box truck)
- Monitor all activity within the warehouse space in collaboration with the Office Manager in the attached office and 'common space'.

Supervisorial Duties

- Directly oversee warehouse part-time staff and/or warehouse seasonal staff.
- Maintain state and federally compliant healthy working conditions via schedule and task assignment.
- Conduct weekly, one-on-one check-ins to discuss any questions, concerns and upcoming projects.
- Work directly with the Director of Program Delivery to develop hiring procedures for part-time staff.
- Develop and adjust job descriptions as hiring needs shift.
- Create training materials to accompany process improvements for existing staff.
- Facilitate and/or participate in interdepartmental meetings to determine necessary collaboration regarding training schedules and plans.

Purchasing Duties

- Maintain the purchasing inbox for vendor communications.
- Maintain all supply inventory in support of various programs within the organization.
- Maintain our socially responsible vendor policy and make conscious purchasing decisions that are rooted in our organizational values.
- Purchase all supplies not available in-house as requested by Project Leaders or department heads.
- Purchase all in-house single-use items as needed to maintain a minimum supply inventory year-round.
- Manage expenses with the Finance Department by completing expense reporting on a weekly basis.

Responsibilities of the Program Delivery Team

- Be the experts on high quality volunteer experiences for our volunteer projects.
- Establish best practices and develop/revise resources for our various categories and types of volunteer projects that we offer.
- Develop and lead training for HandsOn Bay Area Staff who act as project leaders on our volunteer projects, ensuring that each staff member has the appropriate training to meet the needs of our various volunteer projects.
- Ensure staff is well-equipped to educate volunteers on the work of our partners and the cultural sensitivities required to work in such a space.
- Provide expertise and guidance to fellow staff members as they are developing and planning their volunteer projects and answer questions they may have.

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.
- Experience in creative program development and process improvements, a plus.
- Familiarity with Google Suite: Gmail, Calendar, Drive, Sheets, Docs, and Slides.
- Interest in working in Salesforce tracking information, maintaining data, and building reports. Willing to learn principles of database administration. Experience with Salesforce is a major plus.

- 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

- 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

\$56,000 - \$61,000 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; 3 weeks of vacation; community service time off; sabbaticals; and 401k plan with up to 4% salary match.

HandsOn Bay Area is committed to making 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@hoba.org

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