



**Position Available:** Project in a Box Program Manager

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

**Position Purpose:** Reporting to the Director of Program Delivery, the Project in a Box Program Manager is an internal expert on our Project in a Box offerings. This Program Manager will be responsible for managing Project in a Box leads and delivering customer support through the Project in a Box email. They will be responsible for supply purchasing for Project in a Box. This Manager will also lead research and development teams to lift up new box offerings for our website. This position will be working full time in our office/warehouse space in San Francisco.

### **Position Responsibilities**

#### *Project In A Box Account Management*

- Act as the ambassador and sales point of contact for our Project in a Box program
- Leverage Shopify platform to fulfill orders and generate shipping labels
- Run Shopify reports on tracking information at the request of the customer
- Maintain the Project in a Box inbox, answer questions, provide customer support
- Determine the best project from customer requests and prepare a quote to present to the customer
- Set up follow up meetings with potential leads
- Account each opportunity on Salesforce
- Send invoices via Shopify

#### *Project in a Box Operations*

- Manage purchasing of Project in a Box supplies in a timely manner
- Support the fulfillment and delivery of all Project in a Box orders
- Communicate process improvements to our Program Delivery Team
- Maintain supply inventory of our different types of Project in a Box that are pre-packed project kits we send to private volunteers or corporate partners
- Develop action plans to pick, pack, and ship on all Project in a Box orders both large and small
- Oversee quality checking for all returned items before they are distributed to our agency partners
- Communicate in-house donation inventory to the Community Agency Relations team to maintain fluid donation processing and avoid overstock
- Upload, revise, and maintain Project in a Box training resources on the organization's intranet
- Proactively offers up training support for Project in a Box onsite projects to all project leaders
- Lead Project in a Box onsite projects at corporate offices
- Supervise other staff members in the delivery of Projects in a Box, including a potential full-time supervisee

#### *Project in a Box Development*

- Analyze current process systems and implement improvements for efficiency where possible
- Lead ad-hoc Research and Development teams to develop new Project in a Box offerings
- Collaborate with the Community Relations team to research and develop potential new types of Project in a Boxes based on community need
- Standardize Project In a Box resources in conjunction with the HandsOn Bay Area Marketing Manager on the intranet (instructional sheets, beneficiary description) to ensure access across

all teams

### 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
- Interest in working in Salesforce tracking information, maintaining data, and building reports. Willing to learn principles of database administration. Experience with Salesforce is a big plus
- Familiarity with Google Suite: Gmail, Calendar, Drive, Sheets, Docs, and Slides
- 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 boxes 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](mailto:jobs@hoba.org)

1. Include the following email subject line: Project In a Box Program 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.