



Position Title: Volunteer Program Manager

Location: San Francisco, CA

About SMART

SMART (Schools, Mentoring and Resource Team, Inc.) champions education equity by supporting students in overcoming systemic barriers on their journey to a college degree. We envision a community with equitable pathways to college graduation for every student in San Francisco. SMART provides a unique twelve-year continuum of support that starts in 4th grade and extends through college, including school support, after-school enrichment, summer programming, college prep, and college persistence support. As a result, SMART Scholars are more than four times more likely to graduate college when compared to their peers. Furthermore, while only 21% of low-income students who enter college will graduate within six years, SMART Scholars are currently persisting at a rate of more than 80%.

SMART's Values:

- **Community:** We build a community that celebrates diversity, thrives on teamwork, and appreciates everyone's contributions. Through community, we are stronger.
- **Equity:** We are committed to systems and processes that are just, fair, and inclusive, enabling all people the opportunity to belong, participate, and reach their full potential.
- **Empowerment:** We believe the path to empowerment and self-advocacy is through the encouragement, support, and guidance of those around us.
- **Learning:** We believe education and life-long learning enhance our understanding of our world, our place within it, and provide the tools to change it. Through embracing challenges and learning opportunities, we make progress.
- **Joy:** We center joy in our community and practice. We view joy as an act of liberation, which unleashes creativity, strengthens relationships, and propels the work that we do.

Position Description

The Volunteer Program Management reports directly to the Director of Programs and is a key member of the program and program leadership team. This team member is the primary point of contact for volunteer recruitment, screening, orientation, training and onboarding and collaborates with team members to develop corporate partnerships and support Scholar career exploration. The ideal candidate is an excellent communicator and relationship builder, a self-starter who loves to collaborate, has an orientation to detail and ability to see the big picture, and thrives in a fast-paced environment.



Responsibilities include (but are not limited to):

Volunteer Management:

- Manage volunteer recruitment through online channels, peer to peer communication and corporate partners.
- Conduct volunteer screening, orientation and training to support the organization's volunteer needs, such as tutors, mentors, coaches and single-day volunteers.
- Cultivate and coordinate volunteers to support student career exploration opportunities and events, including the annual Career Conference, Career Spotlights, career field trips, and other career readiness initiatives.
- Coordinate a variety of program events throughout the year that utilize volunteers, such as summer field trips, student application events, community service days, social events and more.
- Maintain communication with volunteers, creating monthly newsletters and regular assessments of volunteer success and satisfaction and building a sense of connection to SMART.

Community and Corporate Engagement

- Cultivate and manage relationships with corporate, community, and university partners to expand volunteer engagement and support SMART's mission.
- Develop and coordinate corporate engagement opportunities, including employee volunteerism, employee matching gifts, in-kind donations, and other partnership initiatives.
- Build relationships with Employee Resource Groups (ERGs), Corporate Social Responsibility (CSR) teams, and community organizations to identify new partnership opportunities.
- Represent SMART at community events, volunteer fairs, and corporate engagement opportunities to recruit partners and increase organizational visibility.
- Collaborate with the Development Department to lead alumni engagement efforts through outreach, volunteer opportunities, and event coordination.
- Collaborate with the Development Department to engage volunteers as donors, connectors, and champions at their workplaces including supporting SMART's efforts to secure company grants and sponsorships.

Data Tracking

- Ensure volunteer-related data is accurately and consistently collected and updated in SMART's database.
- Use data collected to evaluate student and volunteer needs and effectiveness

Other Program and Organization-wide Responsibilities

- Participate in cross-department committees, including the Summer Planning Team, and support SMART's Summer Academic Enrichment Program.
- Support SMART's other program components as needed, including middle and high school programming.
- Support and participate in organization-wide events.



- Other duties and special projects as needed.

Qualifications

Essential Qualifications

- Bachelor's degree required.
- Strong passion for issues of educational equity for students from underserved communities.
- Deep understanding of the challenges faced by students from under-resourced backgrounds.
- Three to five years of professional experience, with a focus on working with youth, families, volunteers, and/or schools.
- Detail-oriented, with strong project management and organizational skills.
- Excellent interpersonal skills, demonstrated ability to take initiative, capacity to work independently as part of a team, and multi-tasking proficiency.
- Great team player with a strong conviction in the power of collaboration in a small staff setting.

Preferred Qualifications

- Experience working directly with underrepresented communities is strongly desired.
- Spanish or Cantonese verbal and/or written language proficiency.

Additional Workplace Expectations:

- This is a full-time exempt position. Occasional evening work required.
- SMART employees currently work on a hybrid schedule - three days per week at our office in San Francisco and two days per week remote.

Compensation and Benefits:

- Annual starting salary for this position is \$71,000-85,000.
- SMART is also proud to offer additional competitive benefits, including: 13 paid holidays, generous paid time off policy and parental leave policy, week-long office closures during winter holidays and during summer, three department wellness days, 100% coverage of employee medical, dental, and vision insurance (and 50% coverage of dependent coverage), reimbursement for cell phone and home internet, employer sponsored life insurance and long-term disability insurance, and access to pre-tax benefit programs such as commuter benefits, flexible spending accounts, and a 401K account.

How to Apply:

- Please submit a thoughtful cover letter and resume to careers@thesmartprogram.org.
- Please write your name and the title for this position in the subject line of your email.
- Due to the volume of applications we receive, please no phone calls.
- Deadline to apply: Applications accepted until position is filled.



SMART is an equal opportunity employer and encourages applicants from all racial, ethnic, and religious backgrounds, national origins, sexual orientations and genders. Learn more about SMART's commitment to equity, inclusion, and diversity at www.thesmartprogram.org/equity.

All job applicants and employees must be currently authorized to work in the United States for any employer on a full-time basis without the need for visa sponsorship now or in the future. Positions at SMART are not eligible for employer visa sponsorship, and SMART is not able to sponsor applicants or employees for work-related visa status. Any offer of employment is contingent on clearance of Checkr background check.