

Social Impact Specialist

Job Description

ABOUT US

[Percent Pledge](#) creates customized social impact programs empowering companies of all sizes to support any charity, volunteer in their local communities, and know their impact. Today's fast-growing companies fiercely compete to engage and retain top talent, and today's talent cares! Engaging employees in both donating & volunteering reduces turnover 57%, while replacing a full-time employee costs 33% of their annual salary, on average. However, most companies do not have Corporate Social Responsibility (CSR) teams. Most companies need easy, sustainable, and engaging social impact programs, which is precisely what we deliver!

In less than three years, we have become the "SMB" social impact experts, built growing client bases in Chicago, NYC, Los Angeles, and San Francisco, and been named one of Built In's 50 Startups to Watch. To accelerate our continued growth, we are looking to add a driven, customer success individual to our fully remote force for good.

This role is for an emerging social impact practitioner, who is interested in supporting companies plan and execute their giving and volunteer programs and help nonprofits convey their impact. You are entrepreneurial and an excellent executor who is proactive and excited to grow your skills to maximize the impact of the philanthropy and SaaS services you are helping to facilitate.

YOU'LL BE RESPONSIBLE FOR:

- **Partnering** with the Director of Customer Success & Partnerships to support the execution of key elements of our service offerings and proactively identify new ways to grow user engagement and overall positive social impact.
- **Supporting** the Director of Customer Success & Partnerships in efforts to grow and maintain relationships with non-profit partners, including non-profit research, volunteer event planning preparation, coordination and communication.
- **Managing** the development and execution of customers' volunteer programming, acting as a day-to-day contact person coordinating logistics between nonprofit partners and employee volunteers to ensure successful volunteer projects.
- **Collaborating** cross-functionally with Marketing to draft communication campaigns and passion reports and write monthly impact stories on our nonprofit partners' success.
- **Assisting** new business customer and nonprofit partner relationships together with Sales & Marketing.



WHAT TRAITS WE LOOK FOR IN SUCCESSFUL CANDIDATES:

- **Social Impact Oriented** - Someone who has a passion for social impact, volunteerism, and connecting employees with their communities and causes they care most about.
- **Internal Drive** - Someone who wants to get things done, does not need any nudge to drive projects forward, and who does not get discouraged when they hear no. Ability to thrive in a fast-paced work environment, readily adapting to continually changing priorities, nuanced feedback, and aggressive project timelines.
- **Eye for Detail** - Someone who is an energetic team player who is deeply committed to quality and excellence, and is exceptionally organized.
- **Proactive** - Someone who is a self-starter and takes responsibility for getting the job done, even if it involves leading uncomfortable conversations (both internally and externally).
- **Accountability** - Someone who consistently exceeds their goals because they have the drive to do so, and have outstanding time-management and prioritization skills, with the ability to excel at multiple priorities under short deadlines.
- **Solutions-Oriented** - Someone who always comes to the table with ideas for how to get to yes.
- **Collaboration** - Someone is a strong communicator, comfortable working across multiple teams (internal and external) and functions to achieve your goals.
- **Analytical** - Someone who is both passionate about the nuances of our customers and also passionate about data/trends/metrics.
- **Compassion** - Someone who is kind to others, even if put in an uncomfortable/unfamiliar situation.
- **Passion for Learning** - Someone who is genuinely excited to learn new things and expand their areas of professional/personal knowledge.
- **Self-Aware** - Someone who gets it!

WHAT YOU NEED TO BE A QUALIFIED CANDIDATE:

- Bachelor's degree
- 0-3 years of nonprofit development/fundraising, volunteer event management, social impact or marketing communications experience
- Proven experience with project, program, volunteer or event management
- Strong communication and writing skills
- Experience with Canva, Google Suites, HubSpot, Asana and Metabase a plus



SOME OF WHAT WILL BE OFFERED:

- Working directly with leadership to drive social impact and direction of our customer success team
- Leadership and growth opportunities; getting in on the ground floor of a growing company
- Competitive full-time salary
- Competitive benefits package
- Equity options
- Kind, caring and fun team!

LOCATION: US- remote

TO APPLY, PLEASE EMAIL CONTACT@PERCENTPLEDGE.ORG THE FOLLOWING BY JULY 31, 2021:

- Resume
- Cover Letter

