



**ACTIVATE  
GOOD**  
people-powered  
projects for good

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## Programs Assistant - Community Engagement

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### About Activate Good

Activate Good envisions a world in which all people realize and act on their power to improve their communities. That's why Activate Good improves our community through people-powered projects for good. We work towards our goals by:

- Connecting individuals, groups, and companies to volunteer needs and impact projects with nearly 600 Community Partners in the greater Triangle area, NC.
- Empowering the next generation of young volunteers and community leaders through our Youth Programs.

We pride ourselves on being a people-centered organization, generating belonging from the inside out. We do our best to support each other wholly, and invite all staff to bring their unique personalities and perspectives to the table. Staff contribute regularly to our vibrant vision, including their participation in such strategic considerations as annual budgeting and needs assessment.

Activate Good is a nonpartisan 501c3 tax-exempt public charity founded in 2005, and part of the global [Points of Light Network](#). Learn more about us at [www.activategood.org](http://www.activategood.org).

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### About the Role

The Programs Assistant works with the full Programs team under the direction of the Community Partnerships Lead. However, the Assistant first focuses on supporting all areas under the CP Lead's purview: general volunteer support, Community Partners, and Golden (volunteer platform); Youth Volunteer Council of the Triangle (YVC) and Activate Kids (AK) programming; K-12 and college volunteering; networking & outreach; Days of Service; and The eLOVEate Schools Project. The Assistant is a key support person for customer service inquiries, including tech support, as well as capacity support for all youth programming.

The scheduling capacity for this role is 25 hours per week, Monday through Friday, with flexibility necessary as needed to reschedule hours to accommodate project and event staffing capacity needs; some early mornings, evenings, or weekend days may be required and coordinated on an as-needed basis. Attendance at monthly in-person staff meetings is required (first Wednesdays, 10am-1pm). We are a hybrid team, but the ability to work from home is always first based on staffing needs in-person for meetings, projects, events and other team tasks.

A successful teammate in this role will not only be communicative, reliable and responsible, but also diligent and proactive - willing to seek opportunities to pitch in when capacity permits. This role will present opportunities for ongoing learning, collaboration and contribution to our mission. Individuals successful in the role would be considered for future full-time positions, depending on the needs of the role available.

If you like having some stability in tasks performed, but also a lot of variety in focus (meeting and working with a variety of causes, personalities, and project types) with opportunities for skill development, then this may be the

place for you. Tasks and focus areas may shift day-to-day as delegated or otherwise assigned by the CP Lead, but will include supporting:

- Participate in brainstorming for the ongoing strategic evolution of youth-centered programming and college engagement, as well as CP outreach and engagement
- Partnering with other Programs Assistants as appropriate: Research and lead generation for networking, speaking and new connections in the Triangle, supporting outreach as requested; some coordination with our marketing contractor may be required
- Support the development of engagement plans and other program or departmental maintenance tasks on monday.com (project management platform)
- Monitoring our CP application form and other surveys, databases and communication channels, as needed
- CP and volunteer customer service and Golden maintenance
- Data compilation and analysis
- Support CP needs assessments / scoping, purchasing, warehouse maintenance, day-of volunteer management, etc. as needed for youth programs, The eLOVEate Schools Project, or other Days of Service / Corporate events

This role may support and work with interns, as needed. Ability to directly manage volunteers is required.

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## Department Overview

The Programs Team is responsible for working with the Executive Director to generate and maintain meaningful programming and partnerships that support our mission and local causes in our Triangle service area (Wake, Durham, Orange, and Johnston counties). Engagement programs and partnership areas include: The [eLOVEate Schools Project](#), [Community Partners](#) (fellow nonprofits and public-serving organizations), [general volunteer engagement](#), [youth, families and schools](#), [businesses](#), as well as colleges and universities.

**As part of the Programs Team, all staff are expected to support the following programming areas as needed and/or assigned:**

- Customer Service: We support daily inquiries from volunteers and Community Partners (CPs).
  - Inquiries may require support confirming hours for youth, or court-ordered service; navigating our volunteer platform; recommending an opportunity from our platform for a specific age group or interest area; introducing a new volunteer or partner to our services; supporting CP onboarding, etc.
- Volunteer Platform Management & Maintenance: It's sometimes necessary to troubleshoot and / or submit and manage support tickets placed with the Golden team; this may overlap with Customer Service for our volunteers/CPs.
- Warehouse & Event Support: Our projects and events can range in style and scale, and require supplies of varying type, quantity and frequency.
  - Part of our operations involve co-warehousing where we store both long-term and short-term supplies, receive and process shipments, and prepare for projects and events.
  - When preparing for a project or event with supplies, staff must be hyper-detailed for quality control.
  - Transporting supplies to and from projects may require team efforts to package and load supplies for transport, as well as unload and stage supplies at the project/event location. Repackaging, reloading and delivering the finished product post-event is also necessary.
  - *This part of the job can be highly physical.*
- Days of Service: Participating in the hands-on planning, coordination, preparation, and implementation of all annual service days is critical to success.
  - Our annual Days of Service events include: MLK Day & Dignity Week (January), National Volunteer Week / Month and Earth Day (April), Juneteenth (June), 9/11 Day of Service (September), and Family Volunteer Day (November).

- Support at Custom Projects: Programs staff may be needed to support large custom corporate projects, as needed. This may include not only preparation in our warehouse, but also day-of support at the project; see volunteer management below.
  - Tabling and Outreach / Public Speaking: The Programs team tables or presents about our mission at business events, volunteer fairs, college events, civic and affinity clubs, and more. All Programs staff support these efforts alongside the Community Partner Lead.
  - Hands-On Volunteer Management: Management of volunteers at Activate Good-hosted events and projects is required by all Programs staff, which may include learning how to complete special tasks in order to lead others.
    - Management may require hands-on project guidance / task management for volunteer groups ranging in size from 5 to 25; we ensure one volunteer leader (staff or other trained person) per every 20-25 volunteers at an event to ensure safety and impactful engagement.
  - Cross-Training: All Programs staff work and collaborate as a team, learning the above base functions and other department-wide functions, as needed, in order to support absences or other coverage needs.
    - Key functional areas of cross-training include: event / project planning (discovery calls, project task and material scoping and/or research, purchasing and reconciliation, material processing, development of a run of show / agenda, etc.); volunteer leader training; [monday.com](https://monday.com) data and project management; KPI maintenance (Key Performance Indicators); Community Partner onboarding; and volunteer platform management.
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## Skills and Requirements

Activate Good staff create an internal people-centered culture of personal and professional growth. We are supportive of each other, adaptable and teachable, open communicators, and diplomatic. We are ethical and trustworthy financial stewards and partners, and pride ourselves in well-planned budgets, volunteer events and programs. We believe in always having a “plan B” and become increasingly skilled event planners and project managers through practice and feedback.

### All Activate Good Team Members should have:

- Demonstrated passion for Activate Good’s [mission, vision, and values](#) and talent for thinking out-of-the-box
- Ability to work independently and self-directed, as well as an effective collaborator and teammate
- Ability to work well under time pressures and meet tight deadlines, as needed
- Proficiency with tech tools and ability to learn quickly, including Google Suite or similar software; our team also utilizes Canva (design), [monday.com](https://monday.com) (project management), Survey Monkey, and Grasshopper (phone system app), Little Green Light or similar CRM, Golden or other volunteer management software
- ***Schedule***: Activate Good supports a flexible scheduling and remote work policy, which will be reviewed in detail as part of the job offer. For all roles, operations are expected to occur during standard business hours unless otherwise discussed and approved. Flexibility to work evenings and weekends when necessary for events, projects or campaigns is sometimes required. While we do our best to avoid it, overtime is sometimes necessary and coordination for such needs must be discussed with HR and approved by leadership in advance.
- ***Equipment and Work Setting***: Team Members must have their own phone and computer with internet access and be able to work remotely as well as have transportation and the ability to work in an office setting, attend meetings, and occasionally travel within the Triangle region. Working in a warehouse environment is also necessary at times.
- ***Physical Demands***: For special events and projects, some lifting (up to 40 lbs.) is required, as well as using special tools or equipment including but not limited to: a manual forklift, carts/dollies/hand trucks, power tools for projects, etc. Ability to or willingness to learn to drive a large truck or cargo van (think U-Haul) is helpful.
- ***Environmental Conditions and Exposure***: During special events or projects, employees may need to operate or conduct activities in hot, cold, wet, humid, or windy conditions caused by the weather.

- **Education & Experience:** Two or more years of direct and verifiable experience with nonprofits and functions within the description is highly preferred. Relevant college degrees or certifications are bonuses.

**Legal and Safety:**

- For the purpose of grants or other funding streams obtained by Activate Good, and/or working around youth as needed - a background check may be required upon hire or at any time thereafter based on need.
- All Activate Good staff are expected to follow health and safety guidelines for all operational, project, and event activities. A waiver and acknowledgment of this policy in full will be signed during onboarding.

**Benefits & Compensation**

Activate Good staff are offered a comprehensive benefits and compensation package. Compensation may be based on role duties, market evaluation and internal budgets, education and experience, seniority, and more.

The expected hiring range for this part-time (25 hours/week) non-exempt position as of May 1, 2025 is \$21.15 hourly, paid monthly.

All staff receive the following:

- SIMPLE IRA Retirement Plan with 3% Employer Match
- Monthly Professional Development Hours
- 12 Paid Holiday Closures
- Flexible Paid Time Off
- Parental Leave
- Hybrid Work Environment & Flexible Scheduling Culture

Compensation and benefit budgets are evaluated annually by leadership and our Board of Directors.