



WE'RE HIRING!

Position: Screening Manager

Location: New York, NY

Organization Overview

DonorsChoose.org is a simple way to fulfill needs and foster innovation in U.S. public schools. Founded in 2000 by a teacher in the Bronx, DonorsChoose.org has enabled citizen philanthropists to fund more than 130,000 public school classroom projects, channeling over \$50 million of resources to 3 million students in low-income communities. At DonorsChoose.org, someone giving \$10 enjoys the same choice, impact, and vivid feedback that – until now – have been reserved for millionaire benefactors. National media such as Oprah Winfrey, *The Wall Street Journal*, and *The New York Times* have hailed DonorsChoose.org as “the future of philanthropy.” Learn more at <http://donorschoose.org/about>.

Team & Position Overview

The Operations Team delivers on the DonorsChoose.org mission. We work directly with teachers, donors, and suppliers to enable an effective, streamlined user experience. To ensure the end-to-end integrity of every project request, the Operations Team manages communications and systems that guide projects from submission through fulfillment. We also coordinate the donor thank-you process, the rewarding final touch to the work performed by DonorsChoose.org. Inspired by productivity gains, continuous improvement, and scalable technology to better serve teachers and donors, the Operations Team collaborates daily with other teams to keep our program running smoothly. And we have a lot of fun.

As part of the Operations Team, the Screening Team is dedicated to the scalability, standardization, continuous improvement, and integrity of all project screening processes. The Teachers as Screeners (TAS) volunteer and the Paid Screening program play an integral role in realizing this commitment.

We hope to achieve this by:

- Recruiting, training and onboarding an excellent group of new TAS volunteers that will oversee approximately 78,000 projects submitted in FY11.
- Managing the TAS volunteers as they review the content of all projects, verifying that all TAS volunteers are equipped with the tools needed to meet vetting goals, and minimizing the time it takes between project submission and project approval
- Implementing new improvements to better manage the TAS program and provide continuous improvements for all TAS volunteers
- Ensuring that all tools necessary to vet material carts and check pricing information are provided to Paid Screeners (temporary staff)
- Providing excellent follow-up on all questionable projects/teachers to verify that they are eligible and contain transparent information

Position Responsibilities

The Screening Manager will be immediately responsible for ensuring that we vet 78,000+ submitted projects through the management of the TAS and Paid Screener programs. This role will focus on continuing to streamline all processes and minimizing the review period. The position will require for an individual to continue improving the Teachers as Screener program and provide transparent information to ensure the integrity of each project posted on the website. He/She will be managing a small temporary staff as well as a group of 100+ teacher volunteers.

Additionally, the Screening Manager will oversee all customer service aspects of screening, which involves answering teacher inquiries, collecting data to drive improvements that result in lower number of inquiries, and ensuring we are meeting our customer service metrics.

Position Qualifications

The right candidate is motivated by our mission and by our entrepreneurial goals-driven culture. We seek a team player who is/has:

- Highly organized, detail-oriented, and able to coordinate and prioritize multiple projects simultaneously
- Innovative and process oriented – excited and able to generate ideas for new ways to increase productivity
- A problem-solving philosophy, a customer-service orientation, and strong analytical skills
- Strong verbal and written communications – you must be comfortable with public speaking
- Computer literacy
 - Excellent Microsoft Outlook skills
 - Proficiency in Microsoft Office
 - SQL knowledgeable, a plus
 - Tech Savvy and comfortable in the online environment

Compensation

DonorsChoose.org offers a competitive salary with excellent benefits, which include health, dental, and vision coverage; a non-contributing 401K plan; and 5 weeks paid vacation plus national holidays.

To Apply

Please email a resume and cover letter, **before 5pm Eastern on June 21st, 2010**, addressed to César Bocanegra, to [cesar\(at\)donorschoose\(dot\)org](mailto:cesar@donorschoose.org) and include only “Screening Manager” in the subject line.

DonorsChoose.org is an equal opportunity employer committed to developing the skills and leadership of people from diverse backgrounds.