



THE BIRTHDAY PARTY PROJECT

Our Mission: Bringing JOY to children experiencing homelessness through the magic of a birthday celebration.

Programs Manager - Community Engagement

Location: Party HQ, Dallas

Position Overview

The Programs Manager ensures the success of The Birthday Party Project's volunteer-driven programs by leading volunteer relationships, party experience, and partner stewardship nationwide.

This fast-paced, relational role oversees the full volunteer lifecycle, from onboarding to appreciation, while designing meaningful experiences that reflect our mission: all kids are worth celebrating. Working in close partnership with the Operations Manager, this person ensures every interaction with TBPP is clear, joyful, and mission-aligned.

This role requires regular in-person engagement, including attending 2-4 evening parties per month and participating in weekday volunteer activations at Party HQ.

Core Responsibilities

Volunteer Lifecycle & Party Coordinator Leadership

- Serve as primary relationship lead for Party Coordinators nationwide
- Develop and implement scalable onboarding for new Party Coordinators
- Oversee volunteer registration and background check processes in Volunteer Hub
- Monitor volunteer waitlists and workflow
- Communicate party details clearly and consistently in advance of engagements
- Maintain welcoming, mission-aligned communication throughout the volunteer lifecycle
- Develop appreciation and recognition rhythms for Party Coordinators and Birthday Enthusiasts
- Continuously evaluate and elevate the volunteer experience

Party Experience & Communication

- Create monthly Party Activity Sheets
- Provide detailed monthly supply lists to the Operations Manager
- Ensure Party Coordinators and volunteers are fully prepared for each party
- Collaborate across teams to expand Birthday Enthusiast engagement opportunities nationally
- Attend 2-4 evening parties per month to support Party Coordinators and strengthen agency relationships

Partner & Corporate Engagement

- Build and steward relationships with key partners
- Partner with the Development team to ensure corporate volunteer groups are welcomed and aligned with the mission
- Escalate logistical partner concerns to the Operations Manager while preserving relationship integrity

Experience Evaluation & Program Development

- Work within CRM systems (Virtuous and Volunteer Hub) to support healthy, sustainable volunteer rhythms
- Use feedback and program data to assess volunteer experience and program quality
- Identify improvement opportunities and implement systems that support growth
- Contribute to annual program planning conversations

Work Environment and Benefits

- Salary commensurate with experience
- Insurance benefits offered
- Starting two weeks vacation with more accrued over time.
- Full-time (9 am-4 pm) with some remote Fridays, based at Party HQ in the Design District in Dallas
- Requires attendance at 2-4 evening parties per month
- Requires participation in weekday volunteer opportunities and activations
- Includes physical activity and occasional lifting

Ideal Candidate

- Demonstrated excellence in leading and motivating volunteers across distributed markets
- Strong project management skills with the ability to prioritize and execute multiple initiatives
- Exceptional written and verbal communicator
- Emotionally intelligent and relationally steady
- Strategic thinker with strong instincts and sound judgment
- Comfortable working within CRM systems and tracking engagement metrics
- Collaborative partner across departments
- Deep alignment with TBPP's mission and JOY-filled culture

*Please send your resume and salary requirements to resumes@thebirthdaypartyproject.org.
We will only accept inquiries that include salary requirements.*