Frequently Asked Questions

Employee Eligibility

1. **What are the eligibility requirements for participating in this opportunity?**

   To participate, employees must meet the following criteria:
   a. Be a full-time, exempt employee of JPMorgan Chase with a tenure of at least one-year;
   b. Be in good standing and not on a performance improvement plan;
   c. Be able to commit to 10-12 weeks and approximately 2-5 hours per week to the program, in addition to current role; and
   d. Have direct manager and HR approval. The Virtual Service Corps Program Manager will seek final approval for each employee who is selected to take part in a project.

   Please note: If you do not qualify for this program, or the opportunity does not fit into your work schedule, we encourage you to go to MyCR to explore other volunteer activities.

2. **Does an employee have to work in the same location as the nonprofit organization?**
   No. Although preference may be given to local employees in certain cases, the project work is meant to be completed virtually. Therefore, an employee could be matched with a project that is located in a different location from where he/she works.

3. **How are employees matched to projects?**
   Employees are matched to a project based on how well their skill sets align with the needs identified by the nonprofit organization. The selection also considers the team composition, so aspects such as level, location, function and others are also taken into consideration. Where possible, an employee's specified interest in a project will be taken into account.

4. **When will an employee's direct manager and HR be contacted for approval?**
   Direct manager and HR approval requests are made by the Virtual Service Corps Program Manager on behalf of the employee volunteering. Approvals will be sought only when an employee has been selected to participate on a project. Interested employees should speak with their managers prior to applying for a project.

Program Information

5. **What is the typical length of a project and how many hours a week is this commitment?**
   Projects are often designed to last 10 to 12 weeks based on the scope of the project. Volunteers typically spend an average of 2-5 hours a week for the duration of the project.

6. **Who is Common Impact and what is the organization's role?**
   Common Impact is a nonprofit consulting firm that connects corporate employees to nonprofit organizations by designing, developing, and launching skills-based volunteer programs. JPMorgan Chase partners with Common Impact for help implementing the Virtual Service Corps.

Specifically, Common Impact scopes project opportunities with nonprofit organizations, matches eligible employees to volunteer projects based on their skills, and serves as the liaison between the employee project team and the nonprofit organization to ensure a smooth project execution process.

7. **What is the role of the Virtual Service Corps Program Manager?**

The Virtual Service Corps has a designated JPMorgan Chase employee who manages the overall program, oversees the firm's relationship with Common Impact and acts as a liaison for employees to ensure the program's processes are being communicated and followed.

8. **How are the nonprofits selected?**

Nonprofit organizations are identified based on their philanthropic partnership with JPMorgan Chase. Each nonprofit partner has met organizational requirements that ensure they are a good fit for a virtual skills-based program.

9. **What types of projects are available to volunteers?**

Project types often include a focus in Finance, Human Resources, Operations, or Business Strategy.

10. **Where does the work for this project take place? Is it all completed virtually?**

Each project is designed to take place remotely rather than on location at the nonprofit. Some projects may have the opportunity for occasional on-site work at the nonprofit on a case-by-case basis. If you are selected for a project and your team would like to host a kick-off/closing event on-site with the nonprofit, please work closely with the Virtual Service Corps Program Manager to arrange logistics.

11. **How are teams developed?**

Each project requires a team with a unique balance of skills to meet a project's requirements. On average, teams will range in size between 4-6 employees, including a team lead. While we will do our best to include all eligible employees on a project team, please note that there is no guarantee of placement on a project. The program team will make the final project team selection, but will do its best to accommodate preferences and recommendations based on qualifications.

12. **What kind of support is available to volunteer teams?**

Common Impact will assign an Engagement Manager to each volunteer team who will provide a team orientation, develop detailed project requirements, and manage logistics for the project kickoff. The Engagement Manager will provide guidance on managing skilled-volunteer projects, nonprofit culture and resources, and support project and relationship management as needed to ensure a positive experience for the employee team and the nonprofit client.

13. **What is the role of a team lead?**

The team lead will be the main point of contact between Common Impact's Engagement Manager, the volunteer project team, and the nonprofit. The team lead creates a timeline to complete the major project milestones, facilitates team meetings, ensures that a team is sticking to the timeline, and keeps both Common Impact and the nonprofit up to date on a team's progress through both formal and informal check-ins. This role is open to employees at the Vice President level and above.

Application Process

14. How does an employee register for this opportunity?

To be considered for a volunteer assignment, eligible employees should first complete an [online skills assessment](#).

15. How does an employee apply for projects?

After an employee has completed his/her skills assessment, here's what to expect from the process:

a. Common Impact will review the skills inventory to understand an employee's skills, interests and project preferences, and assess what projects align as a good fit. Common Impact may reach out to an employee for additional clarification on specific skills to help assess fit with the project requirements.

b. Each project requires a team with a unique mix of skills. Once Common Impact has found the right balance of skills from among the applicant pool to meet a project's requirements, it will reach out to the Virtual Service Corps Program Manager to share that an employee is pending approval to join a project.

c. The Virtual Service Corps Program Manager will then reach out directly to an employee's manager and HR representative via email for final approval of an employee's participation.

d. Employees will be notified either way if they are placed on a team or not.

16. What is the 'skills inventory' and who has access to the results?

The skills inventory helps Common Impact match JPMorgan Chase employees to current and/or future project teams by asking questions about an employee's skills and interests. The skills inventory asks employees to provide detail about their professional skills, experiences and the types of projects that interest them. The survey typically takes about 15 minutes to complete and the information shared in the skills inventory will only be visible to the program team.

17. When will an employee hear back about project placement?

Projects will launch once a team of employees with the correct skill sets is matched to a project. Therefore, there may be some time between when an employee completes a skills inventory and when he/she learns more about a potential project placement. Employees will be notified either way if they are placed on a team or not.

18. What if an employee is no longer able to continue once he/she is assigned to a project?

If, after being selected for a project, an employee's schedule no longer allows for participation, he/she should reach out to the Virtual Service Corps Program Manager immediately. The program team will work with the nonprofit and the volunteer team to transition responsibilities so that the project can be completed in the employee's absence. However, teams are developed based on individual skills needed for the project and dropping out of a project could significantly affect the project's success. We ask that employees consider the time commitment and their availability carefully – including any expected travel or scheduled vacations - before committing to a project team.