

Partnership Services Manager

Title: Partnership Services Manager

Reports to: VP, Growth and Strategic Partnerships

Status: Exempt

Schedule: Full-time

Location: Fully Remote

Organization Overview

Techbridge Girls (TBG) is an award-winning national nonprofit organization bringing science, technology, engineering, and math (STEM) education to all girls¹ across the US. For over 20 years, TBG has reengineered the way STEM education is taught, centering our girls' brilliance and potential, with an emphasis on increasing STEM access, belonging, and persistence for BIPOC (Black, Indigenous, and people of color) youth from marginalized communities. We believe that without BIPOC girls' experiences, values, interests, voices, and brilliance, we will never experience the full possibilities of what STEM can do for our world, and we have set a goal to reach *one million girls* by 2030. TBG takes a holistic approach towards engaging girls emotionally and intellectually, by equipping educators with gender and culturally responsive practices, engaging families to support their youths' persistence, and connecting role models to inspire and encourage, ensuring that girls leave the TBG program equipped to bring their brilliance and unique experiences to thrive in the STEM revolution. This approach continues to set TBG apart as a STEM equity leader. With an annual organizational budget of approximately \$4 million and 20+ employees, Techbridge Girls is poised for bold growth to increase its impact. For more information, please visit www.techbridgegirls.org.

The Partnership Services Manager will report to the VP of Growth and Strategic Partnerships and support the activities of other members of the Growth and Partnerships team. This role will facilitate a streamlined, automated, and systematic approach to outreach, confirming agreements, invoicing, etc. The role is also instrumental in ensuring top-notch customer services to all partners and supporting the development of new partner segments. An ideal candidate will have experience independently developing customer service processes, strong project management skills, and the ability to solve problems in close collaboration with members of other Techbridge Girls' departments.

¹ Techbridge Girls (TBG) serves Black, Indigenous, and all girls of color, which includes cis girls, trans youth, gender non-conforming, and/or non-binary youth who experience(d) girlhood and economic insecurity as a part of their journey.

RESPONSIBILITIES

1. Manage Partner Outreach and Promotion

- Develop and manage outreach campaigns to maintain existing partners and expand new partnerships, in collaboration with team members. Activities may include: developing content for marketing materials, securing advertising and promotional space, purchasing contact lists, disseminating e-blasts, and posting to social media.
- Maintain updated marketing materials and partnership information for internal staff use and external communications.
- Provide in-person or virtual assistance for recruitment/tabling events.
- Prospect new outreach opportunities to increase programmatic visibility.

2. Develop and Manage Partner Agreement Processes

- In collaboration with the Manager of IT and other team members, implement new technology and/or processes to make our work more efficient, especially related to e-commerce, automated billing, contracting, data capture, and messaging.
- Communicate with other departments to confirm customer agreements, invoicing, etc.
- Maintain partnership records and generate reports from the Salesforce database.

3. Customer Service and Technical Assistance for Partners

- Respond to external queries from current or prospective partners accurately and quickly, via phone, email, or chat.
- Foster positive relationships with prospective and current partners as the main point of contact and respond to partnership inquiries.

4. General administrative support to advance department projects:

- Provide admin support to VP of Growth and Strategic Partnerships (e.g., scheduling and drafting correspondence).
- Support G/P team members with partner research, conducting surveys, focus groups, and one-on-one meetings.
- Support the work of consultants and contractors to produce events.

Qualifications

The Partnership Services Manager will be committed to Techbridge Girls' strategy, mission, and vision. All candidates should bring at least two years of administrative experience. The ideal candidate will be/have:

- Passionate about TBG's purpose and principles.
- Strong practice of self-reflection and examination of own biases and privilege.
- A commitment to interrupting inequity on a personal and professional level.
- Experience in improving processes and/or technology to streamline projects.
- Highly proficient in planning and implementing projects and using project management software (ASANA preferred).
- Strong familiarity with using Google Suite of applications.
- Partnership or constituent database experience (Salesforce preferred).
- Highly collaborative work style.
- Superb communications skills (e.g, writing, public speaking, and presentation).
- Ability to prioritize and manage multiple initiatives simultaneously.
- Comfort with working virtually and enthusiasm for connecting via mobile office technology with TBG team partners in multiple locations.
- Strong creativity and problem-solving skills.

OUR TEAM

We dream big and we work hard. Our work is challenging and fast-paced. You will join a collaborative team of leaders who value equity and inclusion as the foundation of advancing our urgent mission. We rely on creativity, flexibility, listening, critical thinking, and humor to bring out the best in each other, our partners, and all our program participants.

Appreciation matters here, and comes to life in how we celebrate each other's milestones (birthdays, work anniversaries, individual appreciation days), as well as the team wins. We also express appreciation to each other in how we give and receive feedback and how we set goals. We continuously look for new ways to maintain a culture where our people's talents are nourished and can shine. Techbridge Girls offers competitive compensation and generous benefits, including:

- 20 days of paid vacation and 13 days of paid sick time/year.
- A 403(b) retirement plan with a contribution.
- Medical, dental, and vision insurance.
- Monthly cell phone and Internet stipends.
- Paid sabbatical and parental leave.

HOW TO APPLY

Please compose a cover letter that describes your commitment to the mission of Techbridge Girls and how your experience fits the qualifications of the position. Please email your cover letter, including compensation requirements, and resume with the subject “Partnership Services Manager” to jobs@techbridgegirls.org.

Techbridge Girls is a social justice organization committed to creating a fair and equitable society for all girls to thrive and succeed in STEM no matter their background, race, ethnicity, socio-economic status, gender identity, and/or orientation. As a Black woman-led organization comprised of over 70% people of color, we are committed to creating an inclusive and diverse workplace where every staff member feels heard, supported, valued, and can share their authentic brilliance to move the Techbridge Girls mission forward. We are an equal opportunity employer, committed to addressing issues of racism and inequity internally and externally.