

Community Partnership Manager

STATUS: FULL-TIME

REPORTS TO: VP OF COMMUNITY PARTNERSHIPS

JOB LOCATION: INTERNATIONAL HEADQUARTERS OFFICE | PALMER LAKE, CO

JOB SUMMARY:

The Community Partnership Manager (CPM) is the primary contact between selected US-based church/Connect Community partners (Partners) and International CarePoints/ministry partners (CarePoints). Primary responsibilities include day-to-day facilitation of relationships and Development Plan (DP) objectives between partnered communities. Key responsibilities include on-going and regular interface with CHC in-country personnel as the DP is executed for each assigned CarePoint; staying intimately aware of assigned CarePoint activities and DP progress; advancing the DP with the in-country staff and US partnered community; proactive brainstorming, coaching, training, problem solving and planning with partners and in-country staff; regular reporting, communication and coaching to the HopeChest Partnership Leaders (HPL) and their community in efforts to maintain and increase sponsorship levels and advance the DP.

The ideal candidate must have strong interpersonal skills, project management skills and mind-set, an outgoing and engaging personality, and must be very customer focused. International experience is favorable.

RESPONSIBILITIES:

- Manage all facets of Community-to-Community relationship.
- Develop and strengthen relationship between Partners and CarePoints through regular communication.
- Administers the HopeChest system/process of management of DP's at assigned CarePoints.
- Responsible and accountable for advancing DP for assigned CarePoints.
- Committed to professional development in the respective field of focus.
- Meet regularly with supervisor.

ON THE NORTH AMERICA PARTNER SIDE

- Brainstorm ideas with Partners for increasing sponsorship levels.
- Provide regular coaching and training for Partners in areas related to sponsorship, fundraising, travel, and development.
- Works to motivate and support partner fundraising.

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ON THE NORTH AMERICA PARTNER SIDE CONTINUED:

- Help guide and motivate HopeChest Partnership Leader or Sponsorship Manager to consistently communicate with their church or Connect Community and individual sponsors.
- Support on-boarding new partners.
- Manage and maintain Partner Endearment activities routinely.
- Works with partners to ensure annual travel to CarePoint.
- Work alongside the Travel Planner to help with church team planning of travel and agenda activities to insure DP progress and relationship building.
- Travel and represent the ministry at launch and re-launch events.

ON THE IN-COUNTRY STAFF/CAREPOINT SIDE:

- Coordinates refinement of newly partnered CarePoint DP.
- Collaborative management of CarePoint DP with in-country staff and US Partners.
- Effectively and regularly communicate with in-country staff.
- Maintain intimate knowledge of CarePoint activities, progress, events, projects and progress toward DP goals.
- As budgets allow, annual travel to assigned CarePoints to build relationship with the field staff; plan, update and adapt the CarePoint DP; brainstorm new ideas with field staff; and enhance cultural competency.

REQUIRED EXPERIENCE:

- Minimum 4-year college/university degree in related field.
- 1-2 years customer service or international development experience.

ESSENTIAL QUALIFICATIONS & SKILLS:

- Must be a committed Christian with a deep commitment to the mission of Children's HopeChest.
- Must have a strong sense of personal integrity and ability to take and process feedback.
- Must be a self-starter that thinks proactively.
- Self-motivated and proactive problem solving.
- Strong interpersonal skills, including multi-cultural sensitivity.
- Possesses critical thinking skills and creative problem resolution skills.

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ESSENTIAL QUALIFICATIONS & SKILLS, CONTINUED:

- Possesses critical thinking skills and creative problem resolution skills.
- Organized and an ability to manage many details at one time.
- Excellent communication skills in English, both written and verbal.
- Ability to build and maintain good relationships with constituents and staff.
- Ability to train and encourage customers.
- Must possess a strong work ethic.
- Team player.
- Must be customer focused.
- Must be proficient in Microsoft Office & Internet/database literate.

DESIRED EXPERIENCE:

- International Development education and/or experience
- International travel experience
- Understanding of Salesforce or similar CRM software
- Master's degree preferred

TRAVEL REQUIREMENTS:

The position may require up to 10% travel per year for launches, events, partner development, and visiting the field.

OFFICE CULTURE REQUIREMENTS:

- Must have a fun, creative, collaborative, and compassionate outlook.
- Proactive approach to professional development/education.

Any interested candidates should submit cover letter and resume to: HR@hopechest.org