



Manager of Nonprofit & Customer Relations

SUMMARY

The Manager of Nonprofit & Customer Relations is a full-time salaried position, reporting to the Senior Director of Operations (Sr. Director). The Manager of Nonprofit & Customer Relations stewards I Live Here I Give Here nonprofit member agencies, ensuring that member agencies enjoy the full benefit of their membership with I Live Here I Give Here and new member organizations are actively recruited. In addition, The Manager of Nonprofit & Customer Relations communicates with and assists nonprofits and individual donors using I Live Here I Give Here's Amplify Austin online giving platform helping to create a superior user experience.

The Manager of Nonprofit & Customer Relations assists the Executive Director & Sr. Director and other staff with the execution of Amplify Austin, The BIG Give, Community Needs Spotlight, Austin Involved and other initiatives involving nonprofit member participation. The Manager of Nonprofit & Customer Relations will be evaluated based on achievement of goals set in partnership with the Executive Director & Sr. Director.

DUTIES, FUNCTIONS AND RESPONSIBILITIES

Develop and manage nonprofit member relations as well as develop annual plans for recruitment and retention of nonprofit members.

Engage the nonprofit community in *Amplify Austin*, ensuring that all nonprofit participants have current participation requirements, support and resources for participation.

Manage and execute nonprofit member benefits program and deliverables. Work with the Sr. Director to steward I Live Here I Give Here partner agencies.

Manages the development of curriculum, and execution of special trainings and events for *Amplify Austin* nonprofit members.

Manage and execute regular communications between I Live Here I Give Here and

the nonprofit community.

Supports Nonprofit Advisory Council (NPAC) Group quarterly meeting agenda and work.

Manage internal award processes and other programming & events for nonprofit members.

Advocate for the mission and programs for I Live Here I Give Here, and support year-round programming and events.

Position description for informational purposes and is not an exhaustive list of all responsibilities. Additional duties that are consistent with the responsibility level of this position may be assigned.

REQUIREMENTS:

- Bachelor's degree required
- 3+ years member, customer or stakeholder relationship management experience
- Must be organized, results driven, detail oriented with strong planning and execution skills
- Must have exceptional written, verbal and interpersonal communication skills
- Experience with creating educational and programmatic content
- Experience with fundraising/donor management software and databases
- Ability to work collaboratively, quickly, and under pressure and effectively with others to set goals, resolve problems, and make decisions

The position is full time. The salary is commensurate with experience and includes paid time off and paid holidays.

To apply please send your resume to: resumes@ilivehereigivehere.org