

PARTNER RELATIONSHIP MANAGER

STATUS: FULL-TIME

BENEFITS: YES

REPORTS TO: PARTNER RELATIONSHIP DIRECTOR

JOB LOCATION: PALMER LAKE, CO

TRAVEL REQUIREMENTS:

THE POSITION MAY REQUIRE UP TO 10% TRAVEL PER YEAR FOR LAUNCHES, EVENTS, PARTNER DEVELOPMENT, AND VISITING THE FIELD INTERNATIONALLY (CPs).

JOB SUMMARY:

The Partner Relationship Manager (PRM) is the primary contact for all church and ministry partners in a specific ministry region. Key responsibilities will include the day-to-day facilitation of strategic partner development activities and proactive relationship building with HopeChest Partnership Leaders (HPLs) and lead/or pastors in partner communities. Through a consultative approach, PRMs strive to grow, maintain, and retain sponsorship levels, manage project development initiatives, increase travel, and encourage field-driven, impactful trips to CarePoint (CP) locations.

PRMs are proactive with coaching, mentoring, and training activities, while leveraging CP reports and other resources to lead and empower HPL teams to create and to support advancement plans. PRMs also help HPLs to have long term impact by connecting a partner's vision statement and ministry plan to a unique CarePoint Development Plan (DP). Ongoing interface with CHC (Children's HopeChest) Program Managers is vital to executing a winning DP. PRMs coach teams toward building sustainable environments and life transformation both at the CP and at the partner community level.

The ideal candidate must have a ministry and/or business development mindset and be a servant leader with a strong desire to encourage team development. The proven ability to assess current situations and coach to success initiatives is critical. PRMs possess confident interpersonal skills and a proactive customer engagement mindset. The ability to manage and to strengthen multiple partner relationships to meet and to exceed growth goals is a must. PRMs lead with an outgoing and engaging personality, embrace change, and possess a "can do" attitude when it comes to empowering teams. PRM candidates must have success with leading tactical initiatives based upon an understanding of agreed partner vision and strategy.

CHILDREN'S HOPECHEST:

Children's HopeChest exists to glorify God by releasing the potential of orphaned and vulnerable children and their communities through partnerships that cultivate holistic transformation and sustainability. Children's HopeChest is a 2016 Certified Best Christian Workplace and a GuideStar Platinum Participant.

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RESPONSIBILITIES:

- Develop and strengthen relationships with HPLs and their teams through regular communication (e-mail, phone and skype)
- Assess current partner environment, team skill sets, experiences, previous fundraising and engagement activities, community development strategies, and other partner relationships
- Understand value propositions and ministry potential. Collaborate with Program team and HPLs to create strategic plans and to implement visionary change and impact
- Evaluate DPs and engage in ongoing dialogue with the Program teams and HPLs in order to develop executable success plans related to annual growth areas: total child sponsorship, CP trips, travelers, retention, communication to partners and sponsors, and care of endearment initiatives to name a few
- Provide regular coaching and training for Partners in areas related to sponsorship, fundraising, travel, communication, and retention. Must manage and communicate with multiple partnering relationships according to expectations
- Analyze and report on partner initiatives, forecast for strategic changes, and report on key metrics. Input and manage all partner and HPL data in SFDC (SalesForce.com)
- Liaise with HPLs to solve issues, communicate needs, and create synergy
- Help guide and motivate HPLs to consistently communicate with their church or connect community partner(s) and individual sponsors. PRMs are ultimately responsible to ensure quality communication of relevant information and frequency of same. Leverage online training and marketing resources, growth campaigns, and social media tools
- Support on-boarding new partners through proactive training, consulting, and leading. Champion and manage new projects to create stronger partnerships (internal/external)
- Work with HPLs to ensure successful annual travel to CP locations (focus on DP execution)
- Work alongside the Travel Planner to provide assistance with partner teams in planning travel
- Effectively communicate with Program Department, Program Managers, CP Field Staff, HPLs, upper management, and partner community leaders
- Ensure consistent quality control when building teams and engaging in community management
- Travel and represent CHC at launch, re-launch events, and other partner visits as needed
- Develop and execute partner strategic site visits with HPLs teams and their partner communities: build relationships, train, empower, coach, support, and encourage toward success (minimum 2 area trips per year)
- Annual travel to assigned country, when funds are available, to build relationship with the field staff, train on sponsorship program, brainstorm new ideas with field staff, and to become culturally competent

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RESPONSIBILITIES CONTINUED:

- Manage and maintain Partner Endearment activities routinely and coordinate efforts with PM (Program Manager)* to ensure short-term and long-term success (relationship-building activities)
- Collaborative management of CarePoint DP process with staff and HPLs/Partners
- Committed to professional development of self, HPLs, and partner support teams
- Meet regularly with Partnership Relations Director and PRT to evaluate progress, provide support, and work toward success plans

* Program Manager will manage all development projects and correlating questions. PRM will communicate necessary information to the HPL/Partner but will not be involved in the day-to-day project/program details with the field staff.

REQUIRED EXPERIENCE:

A bachelor's degree in business, sales, administration/management, international studies, communications, or a related field is required for this position.

Relevant experience in one or more of the following disciplines:

- 1-2 years of partner development or partner/account management experience
- 1-2 years of building and leading team initiatives
- 1-2 years of leading project development plans and coaching toward success
- 1-2 years of customer service experience

Applicants should be strategic thinkers with amiable personalities, positive outlooks, and expert communication skills. Organizational skills and the ability to thrive in a fast-paced environment are also beneficial.

ESSENTIAL QUALIFICATIONS AND 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 an ability to take and process feedback
- Must be a self-starter that thinks proactively
- Effective Pipeline Management skills
- Ability to develop a daily, weekly, and monthly call plan
- Relationship management skills to follow through and motivate clients to take action
- Excellent track record from a legal and consummation of sale perspective
- Has a growth mindset with the ability to embrace challenges, think in new directions, take risks, and learn from mistakes
- Self-motivated and proactive problem solving with strong interpersonal skills
- Ability to multi-task in a highly organized and efficient manner, meeting deadlines within a fast-paced environment

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ESSENTIAL QUALIFICATIONS AND SKILLS CONTINUED:

- Detail-oriented -- must be able to be strategic and tactical within partner management role
- Possesses critical thinking skills and creative problem resolution skills
- Excellent communication skills in English, both written and verbal
- Ability to build and to maintain good relationships with clients and staff
- Ability to train and to encourage customers
- Must possess a strong work ethic
- Team player (internal and external relationships)
- Must be customer focused (confidence in supporting and directing roles)
- Must be proficient in Microsoft Office and Internet/database literate and SFDC
- Effective task management skills
- Relationship management skills to follow through and motivate HPLs to take action

OFFICE CULTURE REQUIREMENTS:

- Must have a fun, creative, collaborative, and compassionate outlook
- Have the ability to work offsite for special projects
- Comfortable in various roles: lead, follow, support, and encourage
- Enjoy regular interactions with peers and other department members
- Attend one PRT culture outing per month to encourage team unity
- Attend one conference per year for professional development

CONTACT INFORMATION FOR CONSIDERATION:

For additional information please visit: www.hopechest.org . You may also submit a cover letter and resume to: Scott Northway, Partner Relationship Director, at snorthway@hopechest.org and cc: HR@hopechest.org