



## Assistant Manager of Partnerships

Tech Goes Home (TGH) is a nonprofit dedicated to addressing the digital inequities that pose a significant barrier to opportunity and success for thousands of students, workers, and families across Massachusetts. We bring digital devices, internet access, and training to those without, so students can do homework, adults can find jobs, seniors can connect with loved ones, and all can lead healthier lives.

In the past five years alone, 21,000 learners have graduated from TGH programs, and we have distributed more than 15,000 new computers in communities across Eastern Massachusetts.

The coronavirus pandemic and the growing national consciousness about systematic racism have shed light on the digital inequities that have existed for too long, especially in low-income households. This increased awareness has prompted many to develop new relationships to advocate for and advance digital equity.

TGH is looking for an Assistant Manager of Partnerships who will assume responsibility for many of the partnerships that make this program successful. You'll play a vital role in supporting the impact of TGH and its programs. This position will be supervised by the Manager of Partnerships.

### Roles & Responsibilities

- Set up standard TGH-Funded partnerships with eligible organizations
  - Meet with leadership from potential programmatic partner sites (non-profits, schools, libraries, and other organizations) and determine compatibility for a partnership
  - Review partnership agreements with leadership and supervisors
  - Complete partnership paperwork
  - Transition potential instructors from new partner sites to the Asst Manager of Training & Technology for onboarding
- Maintain Partnerships
  - Renew conversations and paperwork with active partner sites every 2-3 years, or when leadership changes, to ensure partners have up-to-date information
  - Reach out to partners who have recently become inactive (within the last 12 months) to re-engage and problem solve as needed
  - Reach out to pre-pandemic former partners to re-engage as appropriate



- Work with partners to facilitate integration of TGH model into their organization's existing services and programs, with the goal of amplifying their work by incorporating TGH's model
- Support the Partnership Team (Manager of Partnerships, Development Manager, Director of Programs, and Chief Program Officer) with
  - Fee-for-service, special partnerships, and additional partnership initiatives as needed
  - Creating and implementing new systems for partnerships
  - Partnership pilots and expansions
- Support the Program Team by participating in
  - Quarterly course approvals
  - Meetings to give feedback, requests, and suggestions to partner site instructors and supervisors, particularly when issues arise
  - Instructor orientations or presentations as needed
- Manage Partnership Data
  - Update and maintain the Salesforce database with accuracy and timeliness
  - Collect and present quantitative and qualitative metrics to evaluate the success and impact of each partnership
- General Duties
  - Participate in internal and external meetings, presentations, conferences, events, etc. as needed
  - Ensure best practices and standard operating procedures are implemented
  - Recommend improvements to increase program operational efficiency and effectiveness
  - Find authentic and appropriate ways to learn from partners to impact program improvements and growth

## Experience

In addition to personal qualities like resourcefulness, dedication, attention to detail, and a sense of humor, candidates should demonstrate the following:

- A strong commitment to the mission of TGH and a passion for helping people improve their lives
- Two years minimum, 3 to 5 years preferred in a professional setting
- Previous experience in maintaining systems, organizing materials, tracking and meeting deadlines
- Effective, efficient, and detail-oriented project management skills
- Public speaking, facilitation, training or teaching skills



- Excellent written and oral communication skills
- Superior organizational skills and an aptitude for managing both the small details and a big vision
- The ability to self-direct and balance short-and long-term needs in a fast-paced work environment while maintaining outstanding customer service and relationship management skills
- High degree of skill coordinating workflows through various platforms (Google Suite, Salesforce, FormAssembly, or similar)
- A roll up your sleeves attitude where all work is valued and all constituents are treated with patience and respect
- Ability to quickly learn new technologies
- While the COVID-19 crisis continues, the ability to work from home, independently organizing one's time, meeting deadlines, and taking initiative
- Knowledge of a second language a plus (Mandarin, Arabic, Spanish, Haitian Creole)
- A positive attitude and robust sense of humor goes a long way!

## Compensation and Benefits

TGH strives to offer competitive salaries and benefits, within the nonprofit field. Paid time off, generous benefits, and a commitment to work/life balance are standard. [Click [here](#) to learn more about benefits.] Professional development is guaranteed as you learn about the workings of a small, rapidly growing nonprofit. At this time, some TGH staff are working from home, some are working within a shared workspace in Boston's Back Bay, or both (hybrid). Salary range: \$55,000 - \$65,000.

TGH is an equal opportunity employer and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability status, protected veteran status, or any other characteristic protected by law. TGH is committed to building a diverse staff and strongly encourages women and people of color to apply.

Folx who are queer, trans, non-binary, Black, Indigenous, people of color, disabled, parents, are/have been system-impacted, are immigrants, and anyone who has experienced systemic oppression and/or gender-based violence are encouraged to apply.

Consistent with its duty to provide and maintain a workplace that is free of recognized hazards Tech Goes Home, Inc has adopted this COVID-19 vaccine policy to help safeguard the health and well-being of employees and their families; our partners and visitors; others who spend time in our facilities; and the community from infectious conditions that may be mitigated through an



effective vaccination program. This policy is based upon guidance provided by the Centers for Disease Control and Prevention (CDC), Equal Employment Opportunity Commission (EEOC) and public health and licensing authorities, as applicable, and may be revised as updated guidance becomes available. Employees must provide proof of full vaccination in order to participate in any in-person TGH-related activities.

## To Apply

To apply, label your resume and cover letter with your last name and “resume” or “cover letter.” Attach all materials on the [TGH application form](#). Applications received by Jun 12, 2022 will be given priority consideration for review.

## The Interview Process

- Our team reviews your cover letter and resume. We'll be in touch if we'd like to move forward with your candidacy. Our goal is to fill this position within the next 90 days.
- 1st round; a 30 minute phone screening with the Hiring Manager.
- 2nd round; a 60 minute interview with the team of function, including the Chief Program Officer and 1-2 other members of the partnerships team.
- If we would like to move forward with your application, you'll be assigned a job simulation relevant to the position. This simulation will be paid a stipend of \$100.
- Final round, you'll participate in a 60-minute interview with the multiple relevant TGH staff.
- The TGH team reviews all feedback, makes a final decision and will notify you promptly.