Position Available:
Outreach and Customer Support Manager

Opens: June 17, 2020
Closes: July 10, 2020, for first consideration
Position Available: August 1, 2020

The National Girls Collaborative is a private, nonprofit organization with funding from federal and state government, private foundations, corporations, and individuals. Our vision is to bring together organizations throughout the United States that are committed to informing and encouraging girls to pursue careers in science, technology, engineering, and mathematics (STEM). For information about the National Girls Collaborative, visit https://ngcproject.org.

POSITION DESCRIPTION
The Outreach and Customer Support Manager will assist our ongoing STEM and equity projects with internal and external partners. This position will lead outreach, customer support, and daily operations of the IF/THEN Collection, a digital asset library of women STEM innovators, for editorial, nonprofit, and noncommercial use. This position will also help with adding assets and metadata, as well as maintaining accurate records and creating reports. Our ideal candidate has excellent communication and technical skills, with an eye for detail, as well as experience with robust databases and/or digital asset management (DAM) systems.

Responsibilities include but are not limited to:

• Engage partner organizations to use the new digital asset library and its assets in their outreach and programs
• Assist with the development of outreach plans and supporting materials
• Respond to email inquiries and questions, referring to other staff as needed
• Verify and fulfill asset requests from partners
• Monitor user behavior, tracking search terms and improving asset metadata
• Work within digital asset management (DAM) system, adding and updating assets and creating reports
• Other duties as assigned

REQUIRED QUALIFICATIONS
• Degree in communications, science, technology, and/or STEM education
• Strong organizational and interpersonal skills
• Excellent communication skills with demonstrated attention to detail
• Ability to work with both technical and non-technical individuals
• Experience with databases, online content management platforms, or data asset management (DAM) systems
• Resiliency to handle shifting priorities and ability to maintain demeanor in high-intensity situations
• Demonstrated capacity to operate independently in a remote-working environment
WORKING CONDITIONS
The Outreach Manager position is remote-based, with a flexible work schedule, reports to the Director of Digital, and may require occasional onsite meetings in Seattle, WA. Some travel for conferences and events will also be required.

COMPENSATION
This is a 60%-time position, 24 hours per week. Compensation is 60% of annual salary range of $50,000-$60,000, contingent upon experience, education, and skills. Benefits are included.

APPLICATION PROCEDURES AND DEADLINE
Applicants are required to return a cover letter addressing the required qualifications and a resume with a minimum of three references by July 10, for first consideration. Applications received after that date will be considered until the position is filled.

Materials must be sent to:
   Email: jobs@ngcproject.org
   Subject line: Outreach and Customer Support Manager

The National Girls Collaborative provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability, or genetics.