



Position Description

Title: Business Development & Partnerships Manager
Department: Jobversity
Reports to: Program Director
FLSA Status: Exempt
Location: Preference for UpGlo National Office Location
Revised: April 15, 2023

About the Organization

Over the years, Upwardly Global has supported thousands of immigrant and refugee professionals in transitioning from poverty or exclusion to quality, thriving-wage careers through its customized coaching program and holistic approach to integrating skilled immigrants into the US job market. Upwardly Global is a data-driven, innovative organization with a bold vision and a fearless spirit operating out of four major US markets and providing remote services to several parts of the country. It is unwavering in its commitment to a diverse and inclusive culture where every voice matters.

About Jobversity

Jobversity is an Upwardly Global initiative which aims to extend our coaching products and services to the broader ecosystem of immigrant and refugee serving agencies – equipping the field to better address the unique workforce development and inclusion barriers faced by internationally-trained professionals. We provide UpGlo e-learning, coaching support, re/upskilling, and mentorship and technical assistance to providers in the public workforce, community college, and refugee resettlement systems.

Position Overview

This role offers the opportunity for an enthusiastic “doer” to make a vital contribution to the success of Upwardly Global’s strategic scale initiative, Jobversity. The Business Development & Partnerships Manager will be responsible for identifying, cultivating, and securing new partnerships with organizations across verticals; including refugee resettlement agencies, workforce development organizations and community colleges. This individual will be managing a team, responsible for building relationships with potential partners and developing creative and effective solutions to meet their needs. The Business Development & Partnerships Manager will work closely with the organizations to understand their mission, goals, and needs to provide recommendations on how the organization can benefit from partnering with Upwardly Global and Jobversity. This position includes developing new business development strategies, meeting sales and partnership goals and supporting relationship management and customer support functions across the team.

This is a position for a nimble problem solver who wants to dive headfirst into a startup environment. The ideal candidate will have demonstrated strength in internal/external facing relationship management, high standards for service delivery, and the ability to translate customer feedback into substantive recommendations for systems and process improvements. In addition, this person should possess excellent communication and interpersonal skills, the ability to work independently, and a passion for supporting immigrant and refugee inclusion.

Essential Duties & Responsibilities

- Manage the Partnerships team and work collectively with the supporting teams to achieve booking and revenue objectives across the full partner lifecycle, through the acquisition of new partnerships
- Establish and maintain consultative selling relationships with senior decision-makers in community colleges, refugee resettlement agencies, and workforce boards, in addition to other strategic intermediaries.
- Manage relevant aspects of the partnerships process, including responses to information requests, forecasts, prospect research/presentations, proposals, negotiation, contracting.
- Develop and maintain a deep understanding of trends in our verticals (refugee resettlement, workforce and community college); and share learnings
- Own one vertical and provide support to the Partnerships team in leading the other verticals.
- Maintain critical business opportunity and partner interaction information in UpGlo's CRM system (Salesforce.com) and project management tool (Asana), including forecasts, partner data, partnerships activities, outcomes.
- Participate in opportunity generation activities, including outbound calls, networking events, conferences, presentations, webinars, and support marketing asset development.
- Collaborate with finance, operations and development teams to structure, negotiate and execute partner proposals and contracts that conform to UpGlo standards
- Collaborate, communicate and be a team player while taking ownership of the opportunities you lead.
- Achieve and exceed quarterly and annual sales and partnerships targets
- Act as a strategic thought partner to the Program Director, Senior Account Manager on the successful development and implementation of Jobversity's business model
- Delight Jobversity partners through strong customer service orientation, timely responsiveness to support requests, and demonstrated subject matter expertise
- Cross-functional and departmental collaboration on implementation of the Jobversity strategy
- Escalate opportunities and challenges to Program Director
- Ensure a positive and dynamic work environment for the team
- Act as a thoughtful steward of the cultural values we strive for as a team and organization

Knowledge & Skills Required

- 5+ years of experience in partnership sales of service-oriented solutions to organizational executives
- Proven track record of success in identifying and securing partnerships with community colleges, workforce partner organizations
- Experience leading a team and demonstrated people management skills.
- Strong skills in business development
- Strong and demonstrated project management skills required. Ability to effectively and efficiently manage multiple priorities and deadlines is mandatory
- Strong skills in both internal and external relationship management and customer experience
- Demonstrated subject matter expertise in supporting immigrants and refugees and/or the job search process in the United States
- Highly adaptable and confident self-starter
- Strong accountability and process/detail orientation
- High level of comfort and familiarity with Salesforce strongly preferred; experience with LMS platforms also preferred
- Previous Sales and Marketing experience highly preferred



- Excellent communication and interpersonal skills
- Strong organizational and time management skills
- Ability to work independently and as part of a team
- Knowledge of the nonprofit sector and its trends and challenges
- Experience in developing and presenting proposals
- Passion for working with nonprofit organizations and supporting their mission and goals
- Understanding and passion for DEIB (Diversity, Equity, Inclusion and Belonging)

Work Environment/Physical Requirements

- Requires the ability to travel regionally and nationally; travel up to 40%.
- Must be available to occasionally work evening events

Salary Range Disclaimer

The base salary range represents the low and high end of the Indeed salary range for this position. Actual salaries will vary depending on factors including but not limited to location, experience, and performance. The range listed is just one component of Upwardly Global's total compensation package for employees. Benefits include paid time off policy, hybrid or remote work schedule, medical/dental/vision insurance, short term disability insurance, life insurance and retirement plan with employer match.

Salary Range Transparency:

- **Central Region:** \$80,000 - \$90,000 USD per year
- **Western/Eastern Region:** \$88,000 - \$98,000 USD per year

Upwardly Global is deeply committed to building a workplace where inclusion is not only valued, but prioritized. We're proud to be an equal opportunity employer, seeking to create a welcoming and diverse environment.

Interested candidates should send a resume and cover letter to hr@upwardlyglobal.org with Business Development & Partnerships Manager in the subject line.