

Title: Partnership Development Manager, Refugee Resettlement & CBOs

Department: Partnerships

Reports to: National Partnerships Director

FLSA Status: Exempt

Location: Preference for UpGlo National Office Location

Revised: December 18, 2023

About the Organization

Over the last two decades, 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 comprehensive 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 Upwardly Global's Partnerships Initiative

Upwardly Global's Partnerships team 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 Partnership Development Manager will be responsible for identifying, cultivating, and securing new partnerships within the refugee resettlement and immigrant-serving nonprofit ecosystem, while supporting partnership development within adjacent ecosystems, including workforce development organizations, and community colleges/education organizations. This individual will lead the cultivation of potential partners and support the delivery of Upwardly Global's effective solutions to meet their needs. This position would interface directly with key stakeholders and leaders in the refugee resettlement ecosystem and be responsible for meeting partnership goals as well as building out strategies and processes to support the long-term goals of the team.

The ideal candidate for this position has experience working within or directly partnering with immigrant-serving nonprofits, especially within refugee resettlement, and possesses a deep understanding of the refugee resettlement and nonprofit ecosystem. This is a position for an individual who excels at internal/external facing relationship management and partnership development. In addition, this person should possess excellent communication and people skills, the ability to work independently, and a passion for supporting immigrant and refugee inclusion.

Essential Duties & Responsibilities

- Responsible for developing new partners and growing existing partners for Upwardly Global's Jobversity initiative with a focus on organizations in the refugee resettlement and immigrant-serving nonprofit ecosystem
- In partnership with the National Partnerships Director and other internal advisors, continue to improve the partnership development strategy, geographic targets, and mapping of prospective partners.
- Develop and maintain a deep understanding of trends in the refugee resettlement vertical while building Upwardly Global's presence; share learnings on how to better partner with and serve refugee resettlement and immigrant-serving nonprofits.
- Work with the National Partnerships Director to strategically grow the Partnerships team, with potential to supervise junior roles.
- Work collectively with supporting teams to achieve the acquisition of new partnerships.
- Establish and cultivate relationships with senior decision-makers in the refugee resettlement and immigrant-serving nonprofit ecosystem, in addition to other strategic intermediaries.
- Manage relevant aspects of the partnerships process, including responses to information requests, forecasts, providing demos of our services, prospect research/presentations, proposals, negotiation, and contracting.
- 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, and outcomes. Work closely with cross-functional teams to ensure alignment on partnership development processes.
- Participate in opportunity generation activities, including outbound calls, networking events, conferences, presentations, webinars, and support marketing with asset development.
- Collaborate with finance, operations, and development teams to structure, negotiate and execute partner proposals and contracts that conform to Upwardly Global standards.
- Collaborate, communicate and be a collaborator while taking ownership of the opportunities you lead.
- Achieve and exceed quarterly and annual partnerships targets.
- Function as a strategic thought partner to the National Partnerships Director on the successful development and implementation of Upwardly Global's partnership model.
- Liaison with the Partnerships team Account Managers and Senior Program Managers to ensure partner satisfaction and incorporate feedback and learnings.
- Cross-functional and departmental collaboration on implementation of the Partnerships team strategy.
- Escalate opportunities and challenges to the National Partnerships Director.
- Ensure a positive and collaborative work environment for the team.
- Function 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 development of service-oriented solutions to organizational leaders.
- Experience working within or partnering directly with refugee resettlement and immigrant-serving nonprofits.
- Understanding of workforce development programs and/or immigrant inclusion programs is highly preferred.

- Proven track record of success in identifying and securing partnerships with refugee resettlement and immigrant-serving nonprofits.
- Experience leading a team and demonstrating people management skills is highly preferred.
- Strong and demonstrated project management skills required. The ability to manage multiple priorities and deadlines effectively and efficiently is mandatory.
- Strong skills in both internal and external relationship management and customer experience.
- Highly adaptable and confident self-starter with the ability to work independently and as part of a team.
- Strong accountability and process/detail orientation.
- Elevated level of comfort and familiarity with Salesforce strongly preferred; experience with LMS platforms also preferred.
- Excellent communication and people skills.
- Strong organizational and time management skills.
- Experience in developing, presenting, and negotiating 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 are 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 Partnership Development Manager in the subject line.