



Job Title:	Associate Director, Partner Services
Function:	Product & Program Mgmt.
Group:	Product Development & Support
Office Location:	North Carolina (possibly remote for the right candidate)
Reports to Title:	Senior Associate Director, Partner Services
Geographic Scope:	Organization-Wide
FLSA Status:	Non-Exempt

The statements below reflect the general responsibilities and requirements of the identified position but may not describe all the work requirements that may be inherent in the job.

I. Job Summary & Details:

The Associate Director, Partner Services facilitates training and consulting services for new and existing partners. They co-lead Single Stop's quarterly 7-week launch course, onboarding new partners to the Single Stop technology and program model. They also provide partner consulting through post-launch and bi-annual consultations. They are responsible for the development of custom consulting to meet specific partner needs, and develop network-wide trainings tailored to current trends in the work. The Associate Director, Partner Services is a full-time position reporting to the Senior Associate Director, Partner Services.

A. Essential Job Duties and Responsibilities:

- Co-facilitate 4 quarterly 7-week launch courses to onboard new Single Stop partners.
- Partner with Business Development and Training and Support Teams to create a seamless transition for partners into the Single Stop technology and network.
- Assess partner readiness for opening a Single Stop site.
- Engage in 1:1 consulting with partners post-launch and on a bi-annual basis.
- Utilize partner data to track performance and outcomes, providing regular feedback in 1:1 meetings.
- Design and facilitate custom consulting sessions upon partner request.
- Design and facilitate network-wide trainings based on current trends in the field.
- Support Wraparound Services Team in the implementation of tax and other service training and consulting.
- Support the Senior Associate Director in training evaluation, curriculum development, and team initiatives.

B. Managerial Responsibilities:

- Position's supervisory accountability: **Individual Contributor**
- People-management scope of the position (*completed for positions that directly or indirectly manage or supervise others*). Number of:
 - Direct Reports: **None**
 - Indirect Reports: **None**
- Key stakeholders this position is expected to internally and externally interact with:
 - Internally:*
 1. All departments and leadership.
 - Externally:*
 2. Site staff and management.

C. Travel Requirements: Yes No

If yes, the expected travel requirements of the position are listed below.

- Percent travel required: **1-10%**
- Travel is primarily to: **National travel for in-person training or consulting is rare and will not occur unless there are clear safety precautions due to COVID-19.**

D. Physical Demands: Yes No

Occasional walking and/or lifting/carrying of equipment (less than 10lbs.)

II. Education/Qualifications & Work Experience:

Required:

- Bachelor's Degree in education, social services, or related field.
- At least 2-3 years of experience developing and facilitating trainings and/or giving presentations to large and small groups.
- Proficient in utilizing technology to deliver trainings (teleconferencing, videos, online guides, learning management platforms, etc.).
- Clear ability to learn and teach the use of new technologies, platforms, and software features to users of all skill levels.
- Able to utilize data to assess performance and provide meaningful feedback.
- Proficient with Microsoft Word, Excel, and PowerPoint.
- Experience working for a mission-driven organization (nonprofit preferred).
- Demonstrated commitment to equity and diversity, including anti-racism and a clear understanding of how social class impacts upward mobility.

Preferred:

- Master's Degree in education, social services, or related field.
- At least 4-5 years of experience developing and facilitating trainings and/or giving presentations to large and small groups.
- Experience designing and facilitating consulting experiences and services for clients.
- Proficient in Litmos.
- Multilingual candidates are encouraged.

V. Competencies (Key Behaviors):

Required:

Organizational Competencies – Every Single Stop employee must be adept at the following:

- Commitment to, and passion for, the mission and values of Single Stop and the challenge of helping Single Stop support its rapid growth and achieve maximum impact.
- Adaptable / Flexible: Easily adapts to changing organization needs, environment and work priorities.
- Persistent / Resilient: Is not easily deterred by or because of obstacles or challenges. Quickly recovers and remains strong and unaffected after something challenging occurs.
- Team Oriented / Collaborative: Interacts and engages effectively with colleagues within and across departments.
- Initiative / Motivated: Self-directed person who takes appropriate action to influence outcomes and / or drive progress and positive change. Displays energy and enthusiasm in approaching their job.

Role-Specific Competencies – These competencies are necessary for this role.

- Excellent communication skills across multiple channels (e.g., written, verbal, platform).
- Ability to quickly build (and maintain) strong relationships with key stakeholders

Preferred:

- Demonstrated ability to multi-task, including shifting priorities and concurrent tactics
- Strong critical thinking skills (ability to problem solve, find new / creative solutions to complex problems and to appropriately challenge legacy) and the ability to problem-solve with multiple stakeholders