

# Partnerships & Accounts Specialist

Start Date: ASAP

Location: Flexible within the United States

Reports to: Director of People & Projects

## The Opportunity

At Bright Morning, we have the incredible honor of bringing new learning practices to educators across the globe in pursuit of a world where every student gets what they need, every day. The Partnerships & Accounts Specialist plays a vital role in making that happen by serving as our community's first point of contact and ensuring an exceptional partnership experience for our large group clients.

The ideal candidate will have a proven track record of designing and evolving systems to increase efficiency and impact. We're searching for a systems thinker, relentless executor, and creator of win-for-all solutions who deeply understands and aligns with Bright Morning's mission and approach.

## Your Team

You'll work alongside a small but mighty team who rolls up their sleeves to get the work done while centering the humanity of each individual along the way. We operate in ways you've likely experienced before, like weekly check-ins and coordinating project plans. And we operate in ways you might not have experienced before, like processing and revealing our feelings, having unflinchingly candid conversations, and teaching each other [our drama classes](#). Our team is spread across the United States, and as such, we rely on resources such as Zoom and Slack to build relationships and stay connected with each other. We come together in-person twice a year for a full team retreat.

## Who You Are

- You know that equity is *everything*, and your commitment to creating a just and equitable world informs everything you do, inside and outside of work. You know that social change begins within each individual, and you are committed to exploring your own behaviors, beliefs, and ways of being. You prioritize learning about yourself and others and translate your knowledge into action. This allows you to identify and challenge problematic beliefs, behaviors, and systems and to generate trust and connection across lines of difference.
- You love finding new and better ways to get the job done. Simplifying processes and increasing efficiency is your love language. Designing a new system to make things run more smoothly? You can't wait to dive in. A new platform to explore? Let's see it! You are tech savvy (CRM, CMS, API all mean something to you) and love to learn.
- You're a skilled communicator. Across platforms—emails, phone calls, and Zoom meetings—you communicate clearly and concisely to help you gather the information you need to move forward.

- You are a relationship builder. People feel known and valued by you because they are. Your skills in [active and intentional listening](#) are exemplary.
- You thrive with “just enough” guidance, are an exceptional problem solver, and can create order out of chaos. While you *love* a plan, no one has ever called you rigid. You’re nimble and comfortable with ambiguity;. You can take a high level vision, develop a comprehensive strategic plan, invest stakeholders, and manage the execution down to the last detail. Once an assignment is in your hands, it’s as good as (exceptionally well) done.
- You are a chess master. You see the whole board and have an uncanny ability to see and orchestrate the cascading implications of decisions within organizations and across functions while considering the varying needs of multiple stakeholders. You know that technical fixes have a place, but adaptive approaches normally win the game.
- You are low maintenance and drama free. If there’s a problem, you take it straight to the source. People describe you as “direct” and “candid.” Gossip? Nope, you shut that down. You have no interest in paying the [drama tax](#), and are committed to ensuring that colleagues don’t either. But there’s no shame in your game. Your high EQ allows you to read the emotions of others and to respond in a way that honors the person and skillfully supports them in moving through.
- You know you are enough and are committed to being the best possible version of yourself. A new framework to help you think about leadership development? You can’t wait to dive in. You’re the first to ask for feedback and implement your learnings to improve future performance.
- Remote work *works* for you. You love to connect with your team on Zoom and savor your dedicated solo work blocks. While you form meaningful relationships with your colleagues, you also sustain the social connections you need outside of work, so you don’t feel isolated or disconnected in the virtual world.
- You know what it means to thrive and have developed a deep and wide tool box for engaging with life and its ups and downs. You have a nurturing community and have implemented habits and rituals to meet your needs.
- You take the work seriously, but don’t take yourself too seriously. You bring good energy, fun, laughter, and a high level of cooperation. You can form connections that enable others to carry their burdens with greater ease.
- You feel a deep connection to [our mission and approach](#).

## What You’ll Do

- **Serve as our community's first point of contact**
  - Managing incoming communications and general inquiries submitted via a variety of channels, including: info@ inbox, “contact us” forms; providing timely, accurate, and thoughtful responses
  - Utilizing team systems to log and track inquiries and support needs for ongoing assessment; monitoring metrics of various domains and contributing to reports on a weekly, monthly, and as needed basis
- **Ensure an exceptional partnership experience for our large group clients**

- Serve as the primary contact for all contracted work (keynotes, organization-specific workshops, etc.). This includes client communication, scheduling, presenter coordination, platform preparation, etc.
- In conjunction with the Growth & Partnerships Lead, engage in ongoing client cultivation, including sharing of new programming opportunities and monitoring the impact of learning experiences over time
- **Lead our accounts payable function**
  - Ensure timely billing and collection of all payments via invoicing
  - Streamline the group registration and pay-by-PO registration systems to ensure a seamless user experience
- **Provide cross-functional and “on-call” support**
  - Providing support during virtual live events at regular intervals on an assigned basis to share expertise about our offerings with members of our community
  - Support workshop registration launches and additional tasks as needed
- **Establish, capture, evolve, and refine internal team systems and processes**
  - Identify opportunities for introducing new and evolving existing systems, processes, structures, and platforms to increase efficiency and impact
  - Meticulously capture the behind-the-scenes “how to” of the role, ensuring comprehensive knowledge sharing with current and future team members

While this description provides an overview of the Partnership & Community Specialist's primary responsibilities, we seek candidates who demonstrate flexibility and can adapt to evolving needs in an entrepreneurial environment.

## What You'll Bring

- A minimum of 7+ years of professional experience, including significant experience in project management
- Strong process orientation, with a focus on continuous improvement and creating new and better ways for an organization to be successful
- Exceptional communication skills, the ability to listen and intuit clients' needs, and create win-for-all solutions. Familiarity with Bright Morning offerings and training in Transformational Coaching is strongly preferred
- Familiarity and ease with a wide variety of technological platforms, including Google Suite, Zoom, Active Campaign, Thinkific, and Vimeo
- A sophisticated understanding of your own intersectional identity and a demonstrated ability to generate trust and connection across lines of difference
- A nuanced understanding of the education sector, including the needs and lived realities of the educators we serve

## Compensation

We are committed to competitiveness, pay equity, and performance-based rewards. For each role we hire for, we establish the compensation band in which the open role fits. Generally, we expect all candidates that meet the hiring criteria to be offered the entry point of that band. The entrypoint of this band is \$85,000 plus eligibility for performance-based bonuses. The actual level of the successful candidate (and corresponding salary) will be based on compensable factors such as job-relevant education, job-relevant experience, training, demonstrated competencies, and other relevant factors.

It is important to note that we do not negotiate the offered salary during the offer conversation. Throughout the interview process, we will evaluate your alignment with the compensable factors listed in the job description. From there, we will determine your starting salary on a level within the compensation band.

Here are the other ways that we take care of our employees:

- Generous health insurance plan (100% employee + 70% dependent coverage) available 60 days after hire date
- Eligibility to participate in a Simple IRA with a 3% employer match
- Flexibility to work from a remote location on a mutually agreed upon schedule
- 10 days of flexible paid time off in year one of employment (number of days grows each year)
- 14 days of paid company-wide “rejuvenation” days (three, one-week intervals where all team members are off work at the same time)
- 13 days of paid company-wide holidays
- An annual supplies allowance and a one-time remote work set-up allowance

## To Apply

Bright Morning Consulting is an equal opportunity employer committed to racial equity and social justice. We make a particular effort to recruit people who identify as Black, Indigenous, and other people of color to apply for open positions.

To be considered, [submit this form](#).

Applications will be reviewed, and interviews offered on a rolling basis. We hope to fill this role by April 28, 2023.

Note: Please do **not** contact Elena directly regarding this opportunity, as she does not have the capacity to respond to individual inquiries. Historically we have been overwhelmed with interest to open roles and anticipate this will likely happen again. We will contact you if you are invited to move forward to an interview. If you need support, please send an email to [info@brightmorningteam.com](mailto:info@brightmorningteam.com).