



External Affairs Manager
Tech Goes Home
September 2021

Join the Tech Goes Home (TGH) External Affairs team as an External Affairs Manager! Combine your expertise in advocacy, organizing volunteer teams, and relationship building with excellent written and oral communication skills to convey TGH's values to leaders from the public and private sectors. The External Affairs Manager will excel at listening and creatively responding to both senior leaders and corporate managers with inquiries for TGH about policy, legislation, or volunteer opportunities. The position will report to the Chief of External Affairs and support the Director of Development (TBH). This position will allow candidates to grow professionally by supporting multiple TGH external efforts, from coordinating a new, rapidly growing volunteer program to building relationships with partners in and out of government and tracking key public initiatives for TGH Advocacy. At Tech Goes Home, External Affairs encompasses fundraising, advocacy, and communications with external partners and supporters.

About Tech Goes Home

Technology, internet connectivity, and training are critical to empowering students, adults, and seniors with access to the essential services and opportunities provided by the digital world. Tech Goes Home collaborates with individuals, organizations, and institutions to offer all three across Eastern Massachusetts. With greater public understanding of digital equity, particularly since the pandemic, Tech Goes Home is fortunate to be considering multiple opportunities to serve more people, expand its systems, and engage new volunteers.

TGH has successfully demonstrated that its model helps students improve their grades, caregivers engage with teachers, seniors access health care safely and remotely, and individuals who are unemployed get and keep better jobs. TGH partners with the community institutions--schools, nonprofits, health centers--whose populations face systemic barriers to technology adoption and provides the course framework, device, and internet access individuals need to participate in our digital world. Tech Goes Home is among the country's most effective solutions for closing the digital divide.

The External Affairs Manager Job

The successful candidate for Tech Goes Home's External Affairs Manager role will be a professional looking for the opportunity to contribute to nonprofit fundraising, volunteer management, and communications. While including a terrific variety of objectives and daily tasks, the External Affairs Manager's time will be split almost equally between volunteer management and advocacy work. Responsibilities will include external communications such as updating the website or composing messages for constituents, as well as internal data gathering including tracking legislation and updating advocacy agendas. Like any TGH team member, the

External Affairs Manager will also pitch in with enthusiasm on tasks, large and small, that support TGH overall as they arise.

Advocacy [60%]

- Coordinate with TGH staff and external partners on pending legislation and policy initiatives and work as a liaison between TGH and local elected officials, interest groups, and community organizations
- Manage correspondence, providing timely responses to emails to TGH from legislative offices, nonprofits, and other stakeholders;
- Contribute to the research, development, analysis, and implementation of TGH's policy and city/state budget agenda;
- Conduct research and convey results on funding opportunities, news, data, and legislation related to digital inclusion and TGH's mission;
- Write and edit materials for state and local government advocacy efforts to support policy and fiscal opportunities.
- Assist with sending legislative and political alerts to internal and external stakeholders;
- Support development and dissemination of written materials, including legislation, research briefs, memos, white papers, fact sheets, presentations, and other materials as needed;
- Attend meetings with the Executive Branch and the State Legislature as needed;
- Support fundraising and advocacy efforts with calendar reminders, meeting preparation, and logistical support;
- Support execution of and participate in coalition and task force meetings, policy briefings, conferences, and other events related to TGH's policy agenda;
- Attend legislative and administrative hearings related to TGH's policy agenda and other hearings as needed;
- Write the first draft of correspondence, slide decks, policy statements, or other materials to support the fundraising or advocacy teams in persuasive, clear prose.
- Update and maintain public-facing, advocacy, and volunteer components of the TGH website;
- Other duties as assigned.

Volunteer Management [40%]

- Develop, build, and implement a robust in-house volunteer program that responds to the needs of corporate volunteer teams and incorporates individual volunteers effectively;
- Collaborate with the program team to align TGH program goals with opportunities to engage with corporate partners and their social responsibility goals;
- Represent TGH with diplomacy and tact, reflecting that TGH is grateful for our partnerships with philanthropic investors and enthusiastic about extending corporate partnerships to meaningful volunteer opportunities that further the mission and program goals;
- As a liaison between corporate teams and TGH, stay in close contact with and collaborate with the other members of TGH's fundraising team;
- Ensure TGH volunteer policies, procedures, and orientations serve TGH's systems and result in a positive experience for learners, instructors, and volunteers;
- Capture volunteer data and outcomes by accurately managing the volunteer database;
- With the Development Manager and other fundraising teammates, plan and implement volunteer appreciation and networking events.

Experience and Expectations

While no candidate is likely to demonstrate every ideal experience, successful applicants will submit a cover letter that responds to most if not all of the following expectations with clear and convincing examples during previous employment.

- A solid commitment to the mission of TGH, as well as a passion for building a more just, equitable community and helping people improve their lives.
- The ability to work collaboratively and respectfully with people of different races, cultures, socioeconomic backgrounds, educational levels, and perspectives is necessary.
- Previous professional work experience, with a strong preference for candidates who have launched or, at minimum, led a robust volunteer program. Interest in nonprofit advocacy and volunteers is required.
- Excellent organizational skills and solid executive functioning to juggle multiple priorities, details, and deadlines with grace and timeliness.
- Confident, engaging, empathetic speaker in both one-on-one settings and when leading diverse groups, such as a team of volunteers or elected officials/staff.
- Experience working with a high-performance, collaborative, constructive peer group and navigating the challenging conversations that may be necessary to do so.
- Proficient in using technology including Salesforce and the Google suite.
- Excellent communication skills with a commitment to accuracy and professionalism, as well as exceptional phone skills.
- Demonstrated success both as a self-starter and a collaborative team member.
- Lived experience with the challenges of digital equity is valuable and valued at Tech Goes Home.
- Facility with one or more of the languages spoken by TGH's learners is a plus. These include Spanish, Portuguese, Arabic, Mandarin, and Haitian Creole.
- A sense of humor goes a long way in a small, hardworking nonprofit. We value that!

Compensation and Benefits

TGH strives to offer competitive salaries and benefits within the nonprofit field. Paid time off, extremely generous benefits, and a real commitment to work/life balance are standard. Professional development is guaranteed as you learn about the workings of a small, rapidly growing nonprofit. Salary range is \$60,000 - \$70,000.

At this time, all TGH staff are working hybrid, with assistance for the resources needed to do so. With consideration and proof of vaccination, employees work a flexible on-site schedule each week. TGH is in an attractive shared workspace close to the Back Bay Station. When it is safe, TGH will evaluate conditions to determine how to resume in-office working.

TGH is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability status, protected veteran status, or any other characteristic protected by law. TGH is committed to building a diverse staff and strongly encourages women and people of color to apply.

To Apply

Tech Goes Home is working with Carolyn O'Brien Consulting, LLC on this search. To apply, label your resume and cover letter with your last name and "resume" or "cover letter." Attach all materials on the [TGH application form](#).