

Position: Building New Hope Director
Hours: Full-time exempt, 35 hours per week
Reports to: Board of Directors
Salary: \$30K
Updated: January 2019



Building New Hope collaborates with Central Americans to build sustainable livelihoods by linking people and communities with educational and economic opportunities.

How we achieve our mission: Building New Hope is a volunteer-driven nonprofit organization based in Pittsburgh and Nicaragua. In Nicaragua, we partner with a worker-owned organic coffee cooperative, operate two supplemental schools for at-risk youth, and provides high school scholarships for students in need. In Pittsburgh, we engage with local schools and universities, faith groups, farmers, non-profits, community groups, and businesses to promote healthy ecosystems and to spread awareness about how fair trade relationships can help to reduce poverty and inequalities. Our reach may be broad but our mission is simple: help those in need by providing educational opportunities and fair prices for goods and services.

With over 25 years of working to empower Central Americans via education and fair trade, Building New Hopes seeks a dynamic, highly organized, and flexible person for a full-time position as Director. The Director, based in Pittsburgh, will oversee the programs, administration, and financial health of the organization. Key duties include: working closely with board of directors, Nicaraguan staff, and partners to operate programs; coordinating the fair trade coffee project; fundraising; and conducting community outreach and communications. The Director reports to the Board of Directors. This is the organization's only full-time staff position and requires both a high degree of autonomy, and an ability to supervise interns, volunteers, and to communicate effectively with the board of directors.

Administrative Responsibilities:

- Oversee all staff functions of the organization, including decisions related to hiring other staff members
- Manage BNH's internship program and serve as liaison for recruiting interns
- Oversee all donor and volunteer records using CRM system
- Maintain public-facing media, such as website and coffee ordering forms
- Manage paperwork, mail and other important and sensitive information of the organization

Communications and Outreach responsibilities:

- Liaison with Board; support committees and keep board informed between meetings
- Serve as primary contact for BNH, including email, phone, communications and social media, and act as primary contact with partners both in U.S. and abroad
- Represent BNH in relationships with donors, volunteers, partners and in accurately conveying the spirit and importance of BNH's mission and values
- Write e-newsletter and appeal copy, as well as create social media communications and e-newsletters
- Staff BNH events as needed
- Serve as liaison with fiscally sponsored projects and keep board informed of their activities

Fundraising Responsibilities:

- Partner with Board of Directors to create annual report
- With board fundraising committee, develop and implement fundraising and donor cultivation plan
- Provide analytics and recommendations for fundraising strategy and events
- Act as primary contact for donors and supporters of BNH

Fair Trade Coffee Project Responsibilities:

- With board committee, design and execute new coffee project strategic plan in 2019-2020
- Manage all aspects of fair-trade coffee project, including outreach, customer communication, ordering, billing and promotions
- Serve as main liaison with roasting company; ensure their timely packing and delivery of coffee orders (you will also make some deliveries to customers or will need to coordinate volunteers to do so)
- Keep on-hand inventory neat and organized, with event boxes prepped and outreach bins stocked and enough supplies on hand for planned events on the calendar as well as emergency needs

Central America Program Responsibilities:

Note: These responsibilities will be performed jointly by the director and the BNH board member volunteer(s) serving as our Central America program liaison(s)

- With the board committee, design and execute new Central American Program strategic plan given current political, economic, and social contexts
- Act as BNH representative with El Porvenir Coffee Cooperative and any other coffee partners
- Coordinate delivery of supplies by travelers to Nicaragua e.g. books, medicine, paint etc.
- In the long-term, develop plan for international volunteer program, including plan for volunteer training and oversight in Nicaragua
- Travel, typically one time per year, to meet partners and staff in Nicaragua is highly encouraged

Key Qualifications:

- At least 2+ years non-profit or related work experience preferred
- Self-motivated, can work well independently and as part of a team
- Strong organization skills and proven attention to detail
- Creative thinker and ability to plan and execute ideas
- Strong interpersonal skills including proven partnership building
- Strong communication skills, both written and verbal
- English fluency required and Spanish fluency required
- Proficiency in Google Office Applications, Quickbooks, Mailchimp, CRM databases, and social media platforms, or the ability to quickly learn
- Experience in fair trade, international development or education a plus
- Ability to prioritize tasks in a fast paced environment
- Demonstrated problem-solving and conflict resolution skills
- Must have current driver's license and access to vehicle
- Must be able to lift up to 50 pounds
- Ability to travel internationally, but work based in USA

To apply, please send your cover letter, resume, and writing sample (one in English and one in Spanish) to annemarie@buildingnewhope.org with the subject line: Building New Hope Director