

Director of Partnership Programs

Classification: Exempt

Reports to: SVP, Program Management

Date: March 2022

JOB DESCRIPTION

Who We Are:

Roadtrip Nation creates innovative career exploration products designed to help individuals build livelihoods doing what they love. Roadtrip Nation is an innovative, regional-Emmy award winning production company creating life-changing experiences, documentaries, online resources, and education. We are on a mission to empower people to create their own stories and define their own roads in life! This is a high-energy, collaborative and data driven environment. Roadtrip Nation seeks a dynamic team member to join our team who thrives on impact, collaboration, and invigorating activities to stay connected in a remote world. Looking forward to hearing from you and about your journey!

What We're Looking For:

We are looking for a client-focused and motivated individual to join our Partnerships Team. This is a Director of Partnerships Programs position for a self motivated individual with a keen eye for detail. This position is open for either fully remote or hybrid in our office in Costa Mesa, CA.

To Apply for This Role:

Please submit an application with resume and cover letter at roadtripnation.com/join-our-team.

Supervisory Responsibilities

This position is responsible for supervising the employees within the department. This includes but is not limited to hiring, scheduling and assigning work, reviewing performance, and recommending salary increases, promotions, transfers, demotions, or terminations.

Work Environment

This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones and printers.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to stand; walk; use hands to finger, handle or feel; and reach with hands and arms.

Position Type/Expected Hours of Work

This is a full-time position and hours of work and days are Monday through Friday, 9 am- 6 pm. Occasional evening and weekend work may be required as job duties demand.

What does the position entail?

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Responsibilities: Leadership of Program Management Team

- Set team and individual goals; create and implement internal processes to ensure they are successfully supported and aligned to the organization's goals; provide ongoing coaching of individual team members
- Document and coach program management team in the "best practices" against RTN's customer success model; create onboarding materials, document and streamline onboarding processes, uphold relationship development standards; continue to reassess these on an ongoing basis
- Direct staffing resources against deals in a balanced manner, ensuring program managers' portfolios are weighted appropriately and individualized based off of relevancy of client and/or expertise
- Direct the team to execute against all client deliverables, obligations and reporting activities, with excellence and fidelity
- Address client issues and challenges, providing strategic direction and guidance to program managers, including joining client calls and meetings as necessary
- Problem solve for internal cross-functional issues and challenges, providing strategic direction and guidance to program managers, including escalation of issues, as necessary
- Set expectations and priorities for the program management team aligned to organizational priorities; as these adapt for the organization, reshape these for the team
- Lead program management team in creating deep, lasting relationships with clients; ensure that clients understand RTN's value proposition and mission, aligned to RTN's business goals

Responsibilities: Leadership and Governance across Customer Success/Business

- Partner with PMO to determine execution timelines in order to meet forecast goals and adhere to the strategic prioritization of work
- Support the onboarding and communications of new partnerships within the organization
- Provide thought leadership against customer success and market needs related to processes, products, tools, etc. and make recommendations to leadership as to how to catalyze and prioritize action against these ideas
- With the organizational commitment to partner-centricity, this role collaborates cross-functionally to resolve resource constraints, clarify priorities, and ensures project alignment with business strategy is communicated
- Serve as a stakeholder in the solution design process, helping to craft solutions for partnerships that are unique and considered to be "outside the box" of RTN's typical solutions
- Represent Roadtrip Nation (and, at times, RTN's clients or clients' initiatives) at a variety of conferences and events, focused on partnership activation

- Partner with Associate Directors to drive opportunities for partnership renewal through a deep understanding of clients' funding models, needs and market analysis
- Responsible for consulting with Contract Manager on all new/renewal/expansion/upsell agreements and providing appropriate business terms for the creation of legal documentation
- Ultimately holding direct reports accountable for tracking renewal/expansion/upsell opportunities and associated revenue, projected probability and close dates within RTN's forecast systems
- Responsible for identifying and resolving business and legal issues (including issues relating to but not limited to contract interpretation), in close partnership with leadership
- Provide governance against new deals, ensuring that commitments align with RTN's standard business terms and product framework

Skills that will help you succeed in this role:

- Excellent written and verbal communication skills
- Strong customer service skills/background and flexible working style
- Exceptional organizational, analytical and problem solving skills
- Successful track record dealing with executive level professionals to drive business outcomes
- Strong business acumen to quickly learn new business opportunities and understand how strategic plans can enable revenue and a triple bottom line
- Demonstrated success in leading a methodical process of analyzing problems, gathering information, generating options: then proposing and acting on a course of action

What will set you up for success?

- Bachelor's degree in business or other related field
- Minimum of 5 years of experience working in a customer-facing (account / partnership management) capacity
- Minimum of 5 years leading a team with direct reports