

Up with People Road Staff Position Description

Title: External Relations Manager
Reports to: Cast Manager
Department: External Relations (Admissions, Marketing, Tours)
Starting Date: January or July



Core Responsibilities:

The External Relations Manager oversees front of house management, sponsor relations, social media updates and admissions and promotional activities. The External Relations Manager will work closely with Tour Managers and Advance Teams in achieving the goal of promoting the Up with People show, and will support the Admissions Team in achieving the goal of recruiting students. The External Relations Manager will also serve in one of the following external relations department positions: Admissions Representative, Social Media Coordinator or Marketing and Promotions Coordinator. The External Relations Manager must also be able to:

- Act as a coach, role model and mentor in the participants' learning.
- Maintain a safe and respectful multicultural learning environment.
- Be adaptable and flexible in a fast paced, constantly changing environment.
- Develop and foster a community that allows for a transformative experience for participants and community members.
- Attend to participant needs, counseling and feedback.
- Work with all staff facilitators to ensure the successful implementation of the entire Up with People program by participating in a variety of program components.
- Build and maintain relationships with UWP constituencies, including host families, prospective participants, sponsors, UWP alumni, donors and supporters.

Specialized Responsibilities:

Management

- In collaboration with the Management Team, ensure the safety of the UWP cast.
- In collaboration with the Management Team, hold staff and students accountable to the UWP Policies and Guidelines.
- In collaboration with the Management Team, ensure effective and timely implementation of the daily schedule.
- In collaboration with the Management Team, monitor and address issues of group dynamics within the cast.
- Assist the Cast Manager with addressing cast needs and concerns as they arise.
- Guide department staff and intern teams throughout the semester; coaching them in their learning goals, facilitating mid-point check-ins and evaluations, as well as final evaluations.
- Ensure successful advance team intern selection, training and evaluation.

Front-of-House Management & Department Support

- Receive cross-training on admissions, merchandise and front of house operations in order to support all department functions.
- With the Production Department, ensure a professional and inviting atmosphere for the show.
- Manage ushers, greeters and general event management for each show.
- Ensure Audience surveys are completed & returned to the UWP office after every show when implemented.
- Collect updated contact information at Alumni Receptions and return to the Tour Manager within a week of the city.
- Support a "thank you campaign" to appropriately recognize contributors in each city on tour.

Merchandise Sales

- Support communication to the appropriate office and regional staff about sales strategies, budget objectives, inventory needs and other relevant aspects of merchandising.

Promotion

- Assist advance teams as needed with TV, Radio, Newspaper interviews and brainstorm other ways to promote in each city once the cast arrives.

Qualifications:

Essential

- Accounting and budget management experience.
- Event management experience.
- Merchandise and/or sales experience.
- Great public speaking skills.
- Ability to work successfully with people in diverse and international team environments.
- Experience working in a high intensity work environment.
- Ability to maintain confidentiality and exercise discretion.

Preferred

- Experience as a Promotion Representative in the Up with People program.
- Experience in the facilitation of experiential education programs.
- Lived or worked in a foreign country.
- Second language skills a plus.
- Successful experience in crisis management.
- Successful experience in conflict resolution.
- Strong verbal and written English skills.
- Strong organizational skills.
- A model of exemplary ethics.
- Proficient computer skills, including Word, Excel, PowerPoint and Outlook.

Notes:

- This position description is not intended to be an exhaustive list of all duties, responsibilities or qualifications associated with the position.
- This position expects a minimum one year (two-tour) commitment.
- All Up with People road staff members are expected to have a valid driver's license and be willing to drive in all regions of the tour.
- Transportation from your home airport to Denver as well as from your last project assignment of the semester to your home will be covered by Up with People.
- This is a volunteer staff position. As a result no compensation is offered. You will receive a monthly per diem towards reimbursement of expenses.

Application Procedure:

To apply for this position, please send a resume or CV along with a cover letter to Employment@upwithpeople.org. In the "Subject" line put your name and the position for which you're applying along with the program start date, (January or July and Year)