



global affairs / international exchange programmer with strong attention to detail and a talent for building connections between Albuquerque and the world

Position Opening: Program Manager

Posted: 02/25/2021

WHAT THIS IS: A unique opportunity to assist with running the U.S. State Department's International Visitor Leadership Program (IVLP) and other International Visitor Programs. The Program Manager will learn the ins and outs of the International Visitor Leadership Program working out of our office at 824 Gold Ave SW in Albuquerque, NM.

WHO YOU ARE: A highly detail-orientated individual skilled in program management who is excited to showcase the global nature of Albuquerque, the value of exchange programs, and our diversity as a city. You enjoy meeting and welcoming groups, coordinating meetings and logistics for emerging leaders from all over the world, researching community resources, writing proposals that are submitted to the U.S. State Department, data entry, managing volunteers, etc. You are passionate about the larger world and you think that the mission of Global Ties ABQ is important for the community at-large.

WHO WE ARE: Global Ties ABQ is Central New Mexico's link to the global community. Each year, we host more than 400 international visitors in Albuquerque through U.S. State Department Citizen Diplomacy programs. We connect our visitors, who come to build professional skills, exchange ideas, and form partnerships, to our local businesses, government and community through meetings, dinners, and community conversations. More information about Global Ties ABQ can be found at www.globaltiesabq.org

Position Title: Program Manager
Type of Position: Full Time
Supervisor: Executive Director

Responsibilities and position overview:

Global Ties ABQ is seeking an adaptable, highly organized professional with strong communication skills and enterprising spirit to manage Global Ties ABQ's suite of exchange programs. The Program Manager works closely with the Executive Director to ensure quality programming for international exchange delegates and work to increase the number of groups hosted throughout the year. The work involves regularly engaging with, building and developing Global Ties ABQ's network of community partners to support exchange programming and connections. The role of Program Manager is very hands-on and requires strong organization, interpersonal and communication skills. The Program Manager acts as the primary point of contact for all exchange programs, including, but not limited to: exchange participants, program

GLOBALTIES > ABQ

ENGAGE. CONNECT. EXCHANGE.

officers, local resources, and local volunteers. The Global Ties ABQ team values flexibility and a willingness to work across and outside of each team member's immediate responsibilities.

The Program Manager is directly responsible for the following:

- Bid aggressively for U.S. Department of State sponsored international exchanges through detailed and well-composed written proposals;
- Design and develop high quality and visible programs for international visitors on a variety of political, economic, and cultural themes that meet the U.S. Department of State's designated goals and objectives.
 - Specifically, this will include:
 - Developing itineraries to reflect the program and participants' professional goals and interests
 - Outreach to local resources and invite them to participate with visitors' programs via meetings/workshops/tours/etc.
 - Effectively communicate with Program Officers at the various National Program Agencies (NPAs)
- Cultivate professional relationships with community leaders, organizations, government agencies, educational institutions, nonprofits, and more
- Plan and coordinate all group travel and logistics; manage relationships with hospitality/transportation vendors and contract drivers.
 - Specifically, this will include:
 - Arrange hotel and home-stay accommodations
 - Greet visitors at the airport and assist in their departure
 - Serve as liaison between Global Ties ABQ, visitors, and community resources
 - Follow-up on all logistical arrangements (ie, telephone calls, emails, etc.)
- Manage post-program activities, to include (but not limited to):
 - Write follow-up Thank You notes to local resources that met with visitors
 - Collect contact information of visitors and local resources
 - Enter program information into CRM/tracking database
 - Reconcile program expenses for invoicing to relevant agencies
- You will also work with the media team in promotion of these programs and developing an overarching media and marketing strategy.
- Recruit and manage relationships with local host families and volunteers.
- Recruit and supervise interns and volunteers.
- Streamline, organize, and unify program administration processes
- Will work in a team environment, assisting and taking on programming for large youth programs and fee for service projects.
- Additional work will include grant writing and annual report documentation, and resource development.
- Perform other duties as needed.



Expectations and Qualifications:

- Bachelor's Degree with a Minimum of two year's relevant work experience
- Strong computer skills, working knowledge of web-based platforms (i.e., G Suite, email marketing, CRM) and social media skills
- Strong interpersonal and communication skills
- Self-starter with strong initiative for taking on and completing new projects
- Ability to look at the big picture and connect overlapping dots
- Interest in building strong network and engaging the local community in international exchange programming
- Demonstrated program management experience
- Highly organized and good time management skills
- Maintain professional appearance
- Ensure quality work in a timely manner
- Adaptable to change, reliable and able to follow-through on tasks
- Flexible and able to meet the time demands of hosting international groups, including evening and weekend meetings, events and coordination of activities.
- Promote teamwork by sharing ideas, impressions, and suggestions with Global Ties ABQ staff
- Be willing to take on tasks outside of exchange projects as needed
- Must enjoy working with cross-cultural visitors
- Must pass a background check (as you may work with youth on occasion)

Compensation

Salary range \$35,000-40,000 a year, depending on experience, plus vacation and paid holidays

To apply, please do the following:

1. Please submit a couple of paragraphs describing your interest in and qualifications for the Global Ties ABQ Program Manager position
2. Include a current resume
3. Provide a list of three references, including a recent supervisor or someone familiar with your work

Submit via email (preferred) to yuriria@globaltiesabq.org

Only applications submitted per the above procedure will be accepted for review. No calls please.

The position is open until filled.

Global Ties ABQ is an Equal Opportunity Employer and is committed to a diverse and inclusive workplace. We do not discriminate on the basis of race, color, religion, natural origin, sex, age, disability, genetic information, sexual orientation or any other status protected by law or regulation. It is our intention that all qualified applicants are given equal opportunity and that selection decisions will be based on job-related factors. Successful applicants must be authorized to work in the United States.