



## Job Posting: Solutions Center Content Manager

Do you have experience managing a dynamic website? Do you have great writing and editing skills? Do you have experience with design and photography? Are you an organized self-starter who works well on a team? Do you seek a role with flexible hours and no commute? If you've answered yes to these questions, please read on to learn about the Solutions Center Content Manager we are seeking for a contracted role at NetHope.

NetHope enables humanitarian organizations to better serve the developing world through smarter use of technology. As a membership organization currently serving over 50 leading international humanitarian, health and conservation organizations, we help our members collaborate, innovate, and leverage the full potential of information and communications technology to support their work in the developing world. A catalyst for collaboration, NetHope facilitates shared problem-solving, fosters strong relationships across sectors, and supports the ongoing growth and development of our member organizations worldwide. Learn more at [www.nethope.org](http://www.nethope.org).

NetHope is a virtual organization and our team members work across US and Europe.

### Position Description Summary:

This is a temporary, contracted position for 20-30 hours per week. We anticipate that it could be posted as a permanent, employed position within the next 6-12 months.

NetHope is seeking an experienced, enterprising and energetic Content Manager for the NetHope Solutions Center (NHSC) [solutionscenter.nethope.org](http://solutionscenter.nethope.org). The Content Manager will create, procure and manage the content (written and visual) of the NHSC and develop and implement strategies to build and drive traffic to the site. (Please note: the Solutions Center site being updated and a new site will launch in late July.)

Since NetHope works as a virtual team, the Content Manager must be adept at working independently, reaching out to build team engagement, building and bridging communications in a virtual environment, and adapting distributed processes and workflows. This position reports to the Director of Communications and works closely with the Program Director responsible for the NHSC.

### Key responsibilities include:

#### Content Management

- Publish content, maintain continuity of themes, design layout and navigation of the NHSC

- Write, edit and proofread content for the NHSC
- Produce, edit and post various graphics and photographs to the site; experience with Adobe Photoshop and Illustrator required
- Identify and track down stories, edit and post content
- Prepare regular reports on site usage
- Develop and implement plans with Program Director and others to drive site traffic
- Coordinate content with communications team responsible for NetHope.org

#### **Webinar Support**

- Write, edit and proofread webinar invitations and recaps
- Design graphics for use in webinar invitations and recaps
- Work directly with vendors to assist in promotion of webinars
- Assist in maintaining NHSC email distribution list

#### **Social Media**

- Write, edit and proofread social media posts promoting NHSC content
- Write, edit and proofread social media posts promoting NHSC sponsored webinars
- Follow NetHope copyediting workflow
- Use social media tools to distribute content once approved

#### **Personal Characteristics:**

- Highly collaborative style.
- Self-starter.
- High energy, maturity and leadership with the ability to serve as a unifying force and to position the NHSC at both the strategic and tactical levels.
- Excellent interpersonal and team skills, extremely collegial. Sense of humor a must.
- Demonstrated resourcefulness and good judgment.
- Excellent judgment and creative problem-solving skills, including negotiation and conflict resolution skills
- Values diversity of thought, backgrounds and perspectives
- Ability to multi-task while maintaining vigilant attention to details
- Integrity/ethics beyond reproach
- Constantly looking to apply best practices, enable clarity, innovation, and simplicity
- Connection to NetHope's mission

#### **Knowledge and Skills:**

- Excellent verbal and written communications skills with proficiency in Microsoft Office products.
- Experience with online tools and platforms, including cloud services and content management systems.
- Experience with Adobe Creative Suite.
- A penchant for creative problem solving, attention to detail, ability to adapt, spirit of teamwork, and exceptional work ethic.
- Create and manage relationships and/or partnerships to gain support.
- Demonstrated mastery of project management and good record keeping skills

- Ability to work independently in a virtual organization. Good judgment, time management, organizational skills and resourcefulness required.

### Experience & Education

- Required experience:
  - At least 5 years of communications and website management experience in a professional environment required.
  - Experience with using of social media for organizational promotion.
  - Experience with search engine analytics, publishing and design software
  - Experienced with and comfortable using a variety of technical applications and tools.
- Bachelor's degree from an accredited institution preferred.
- Additional preferred experience:
  - Prior nonprofit experience
  - Expression Engine as a content management platform
  - Photo management experience

This is a temporary, part-time, contractor position. The preferred candidate will live in the Seattle area. The position pays \$30-40/hour, depending on experience.

Applicants should send a resume and cover letter to [jobs@nethope.org](mailto:jobs@nethope.org) by August 25, 2017