Manager of Artisan Learning & Development

Nest is a nonprofit committed to furthering global workforce inclusivity, gender equity, and cultural preservation through responsible development of the global craft sector. Nest is reimagining the future of work and advocating for the interests of overlooked artisan and maker businesses to advance gender equity and deepen economic inclusion for women and vulnerable populations in the United States and around the world. Through a comprehensive suite of programs, Nest supports over 1,500 micro and small businesses as they develop their operations to access meaningful market opportunities and achieve long-term success.

Nest is hiring a full-time Manager of Artisan Learning & Development to manage virtual program design and grow engagement and program execution across Nest programs. As part of the Artisan Learning & Development team, this role will support efforts to ensure that educational programming across all Nest’s initiatives are complimentary, consistent, and responsive to participant needs with an emphasis on the execution of employee engagement opportunities in partnership with external industry partners, rapid relief program administration, and volunteer management. This role reports to the Director of Artisan Learning & Development. Specific responsibilities include but are not limited to the following:

Responsibilities
Program Engagement & Administration
- Manage the execution of all employee engagement opportunities
- Oversee Nest Guild membership including the annual renewal process and member onboarding
- Manage the application, communication, fund distribution, and follow-up reporting for all rapid relief grants and capital investment programming
- Support the creation of learning journeys for Guild members, including new content creation and engagement techniques
- Manage Nest’s community of professional volunteers (Nest Fellows) and all related activities which include both pro bono mentorship and paid opportunities in support of artisan and maker businesses across all programs and initiatives
- Lead efforts to increase volunteer engagement through community building activities like member spotlights, social promotion, and exclusive networking opportunities
- Grow the pipeline of qualified professionals to join the Fellow community and support Nest programs and initiatives
- Creating new volunteer onboarding and training materials, as needed

Program Communications
- Ensure timely and professional communication with Nest Fellows, industry partners, and artisan businesses
- Support the creation of marketing materials for quarterly Guild Mentorship opportunities
- Promote the adoption of Guild programming and initiatives among Guild members
- Manage incoming questions from active Guild members

Data Management & Reporting
- Collect and manage complete, accurate, and up-to-date program-related data
• Ensure Nest’s Fellow database is complete, accurate, and remains up-to-date on a monthly basis
• Manage ongoing data maintenance tasks including updating Fellows’ information in Salesforce
• Collaborate cross-team to provide program-related requests for data for proposals and reports

Team Support
• Participate in organizational and team strategic planning processes and meetings
• Participate in internal Nest subcommittee meetings
• Represent Nest at externals events

Experience & Qualifications
Nest is seeking an experienced program manager with at least 5 years of experience working with digital program design, community engagement, and project management, ideally within the nonprofit sector. Specific job requirements include:
• Personal qualities of integrity, credibility, and dedication to the mission of Nest
• Highly collaborative with experience working cross-departmentally and a strong track record as an implementer who thrives on managing a variety of key initiatives simultaneously
• Proven relationship-building skills, ideally with experience establishing and managing networks of volunteers
• Experience in managing employee engagement and/or volunteering programming preferred
• Excellent customer service skills including the ability to communicate with both external and internal stakeholders in a clear, courteous, and professional manner
• A multi-tasker with the ability to wear many hats in a fast-paced environment
• Inquisitive and excited to learn and share knowledge to improve Nest programs
• Minimum of an Bachelor’s Degree preferred
• Working knowledge of Zoom and Google Suite essential
• Familiarity with Asana, Salesforce, and Qualtrics preferred

Salary and Benefits
Nest offers competitive salaries determined using nonprofit salary rate guides published annually in major US cities. The salary will ultimately be determined based on previous experience and geographic location of the selected candidate, with an expected range between $60,000–$80,000.

Additionally, Nest provides an annual contribution of 10% of your salary directly into a SEP IRA retirement account on your behalf, with no matching required. For full-time employees, Nest provides full medical insurance coverage (medical, dental, vision) and covers 50% of dependents. One vacation day is accrued each month (annual total of 12 days) plus an additional 20 pre-set PTO days are given which include holidays and a one week winter break at the end of December through New Year’s Day. All travel costs, when required, will be covered by Nest.

Instructions for Applying
A resume is not required for this position. Instead, please email Lindsey@buildanest.org with your interest in applying for the position and we will send instructions for completing your application. The subject line should include your name and the position title.