



## Nonprofit Resource Navigator

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**Title:** Nonprofit Resource Navigator

**Reports to:** Director, Management Consulting & Services

**Classification:** Full-time, non-exempt

**Salary information:** \$46,000 to \$50,000 annually

### Summary:

As the Nonprofit Resource Navigator you will provide free advice and assistance to nonprofit customers. This is a role for a generalist who is passionate about advancing nonprofit missions and helping people succeed. For more technical questions, you have an internal team of experts in HR, data, technology, finance, and more to turn to serve customers and advance your own knowledge. You are not expected to have encyclopedia nonprofit expertise coming into this role but the job is a perfect opportunity for someone who loves to learn something new every day, is a careful listener, and delights in being able to give someone information that is appropriate and actionable for them.

In addition to referring to 501 Commons' broad programs and services, you will refer customers to 115 partners who are listed in the Nonprofit Resource Directory. You will recruit and support these nonprofit capacity builders, consultants, and other service providers and vendors providing services to nonprofits. At 501 Commons we believe we all succeed when we work together so that our communities flourish.

This role has a nice balance of interacting with customers to address 1-2 daily inquiries and writing to curate information so that it is easily understood and found. You will maintain the "Services" and "Resources" sections of the website, which are visited by nonprofits around the world. The position will delight and challenge a good writer as it includes writing a quarterly newsletter, assisting with production of grant applications, as well as making management information interesting and accessible.

### Responsibilities:

- Market the listing service to nonprofit capacity builders, consultants, and other service providers and vendors providing services to the nonprofit sector
- Ensure that the Nonprofit Resource Directory has accurate and up-to-date listings of resources and referral partners. Develop tools and specialized resources based on consumer demand
- Determine callers' needs and addresses those needs with available resources that include but are not limited to referrals to other service providers, web resources, and referrals to 501 Commons programs and services
- Provide, and coordinate with other experts to provide, responses by email and phone to questions about nonprofit management and requests for referrals and resource information
- Work with program managers to maintain service area sections of the website
- Support grant-writing activities
- Plan for and orchestrate the annual Directory Networking Party

## Competencies

- Excellent writing skills – the ability to use precise grammar and construction while communicating complex information in a way that lets your personality come through.
- Strong interpersonal communication skills that allow you to establish rapport and a supportive relationship with customers
- Ability to identify resources appropriate to the needs of the customer and make referrals based on a careful assessment of the customer’s needs and situation
- Efficient workstyle, indicated by the ability to quickly execute routine tasks and to intelligently prioritize workflow

## Required Qualifications and Experience:

- A Bachelor’s degree (or some post-secondary education and additional nonprofit experience beyond 6 years)
- At least 6 years of experience in the nonprofit sector in roles that provided exposure to a broad array of topics and issues

## Desired Qualifications and Experience:

- Customer service experience
- Website content writing experience
- Sales experience

## What We Offer:

- Collaborative organization where you will work alongside highly skilled professionals in our staff and service corps
- Flexibility: Ability to set your own schedule within a M-F, 7 am to 7 pm timeframe, including working remotely and/or from home (subject to individual arrangements with supervisor)
- Generous paid time off
- 100% of premium paid for health, vision and dental and additional benefits

## Inclusiveness Statement:

501 Commons is an equal-opportunity employer and seeks to recruit persons of diverse backgrounds and to support the retention and advancement of diverse persons within the organization. We believe that having a board, staff, and volunteer corps with diverse personal and professional backgrounds enhances our ability to meet our mission.

501 Commons is committed to providing an inclusive workplace that includes people of diverse backgrounds and fully utilizes their talents to achieve its mission. We are committed to fostering and supporting a workplace culture inclusive of people regardless of their race, ethnicity, national origin, gender, sexual orientation, socio-economic status, marital status, age, physical abilities, political affiliation, religious beliefs or any other non-merit fact, so that all employees feel included, equal, valued and supported.

## Application Instructions

To apply, send a resume and cover letter to [jobs@501commons.org](mailto:jobs@501commons.org) with “Nonprofit Resource Navigator” in the subject line. Provide three relevant short (less than 500 words) examples of your writing.