



Job Description: Partnership Manager

Location: Flexible | **Target Start Date:** Immediate Opening

Matterlab exists to transform life outcomes for children and families across America. We are a team of educators, school leaders, and communications experts who came together out of a shared passion for helping nonprofits and school systems achieve greater equity impact.

Overview

Are you a relationship person who loves strategic planning and effective execution? Are you looking to make a greater impact through your career? Matterlab is looking for a **Partnership Manager** to lead key accounts through building relationships, driving strategy, and managing projects. The ideal candidate is committed to Matterlab's mission, able to operate independently, wired for solving problems, believes that no task is too small or too large, and is customer service-oriented. This role will join a team of two other Partnership Managers, all of whom report to a Matterlab Vice President.

Who We Are

Matterlab was founded in 2017 and is based in Austin, Texas. We work exclusively with social impact organizations within the education sector (nonprofits, foundations, school districts, and others) and serve clients nationwide through strategic planning, marketing and communications support, and digital marketing campaigns to drive school enrollment. The Matterlab team and client list have more than doubled each year since founding.

Who You Are

Friends and family would identify you as deeply driven. You are motivated to make an impact in the world, and you are interested in making your contributions at the strategic level more so than in direct service or programmatic implementation. You are empathetic, strategic, goal-oriented, and eager to roll up your sleeves at the same time. You've never been known to say you are waiting on something from someone else; you always feel like the ball is in your court, no matter what, and find ways to move it forward. You get excited by big, audacious goals (whether it is to raise millions of dollars, hire hundreds of new staff, launch an entirely new initiative between partner organizations who are not entirely aligned, or form a first-of-its-kind coalition), and you can approach the work both linearly and creatively in terms of the related goal-setting, strategies, tactics, and successful execution. You are excellent at forming and maintaining strong relationships with various stakeholders, and you are gifted at motivating and influencing other people through effective questioning, coaching, and suggesting. You know when to listen and when to lead. You know when to execute against a request from a partner and when to push back. You neither want nor require close supervision in order to be successful. You are eager for feedback, effective at giving feedback, even-keeled, and generally flexible.



What You've Done

- Completed at least four years of professional experience, including direct experience in or strong connection to account management; agency experience is a plus
- Worked with a clear tie to social impact—whether in a professional or volunteer capacity
- Independently managed relationships with third parties and/or clients to accomplish goals
- Built high-quality relationships with team members and partners

What You've Demonstrated

- An understanding of the potential impact of effective marketing and communications on organizational culture/mission/goals
- Strong project management skills and an ability to improve system inefficiencies
- An interest in the social sector, preferably education or education-related
- Cultural alignment to Matterlab's ethos that everything is "*figureoutable*" - no challenge is too great
- An entrepreneurial edge: specifically, driven to succeed even when no one is looking; adept at prioritizing effectively; and always prepared with a well-developed point of view and a recommendation for a way forward when seeking support or meeting with your manager
- Meticulous attention to detail
- Humility, curiosity, and superb listening skills for successful relationship-building and problem-solving
- Impeccable verbal and written communication skills
- Strong presentation skills and interest in public speaking
- Ability to lead, prioritize, and/or contribute to multiple projects simultaneously, meet deadlines, and manage expectations effectively

What You'll Do at Matterlab

You will manage a portfolio of partnerships with Matterlab clients ("partners"). A typical portfolio is 5-7 partners at any given time, although this varies by size and duration. In managing your portfolio, you will be responsible for:

- **Account Management:** Serve as the partner's point of contact at Matterlab, building and managing a positive relationship with all members of the partner organization involved in the partnership, communicating regularly, managing expectations, customizing our approaches as needed for particular partners, and generally ensuring a positive working dynamic across all aspects of our collaboration. You will be expected to understand and anticipate partner needs over time, which may result in growing or otherwise evolving the partnership, and to retain strong partners.
- **Project Management:** Plan for and achieve key results aligned to partner goals. Create and manage excellent, transparent, and always-updated Asana project plans for all ongoing projects. Execute on the agreed-upon plans.
- **Sector-Specific Knowledge:** Research, analyze, interpret, and internalize any necessary or supportive information specific to the sector(s) and context(s) within which your partners operate in order to provide effective strategic partnership.
- **Strategic Planning:** Through the Matterlab Method, utilize your expertise and judgment to develop effective strategies to help partners reach their organizational goals; orient partners to those plans and collaborate regularly to update over time as needed; and in so doing, clearly delineate where Matterlab and where the partner organization will lead on execution of said strategic plan, within scope.
- **Content Creation:** Creative production is a major component of execution (listed above). As a Partnership Manager you will create work product. You will build creative briefs, write first drafts and future drafts, develop decks, and more. You will not be expected to do graphic design or generate final (designed) deliverables (see next bullet).



- **Creative Liaison:** Collaborate effectively with Matterlab's internal Creative Management Team for prioritization, clarity of expectations, and production process (often with multiple rounds) for all designed deliverables for partners. Serve as the primary content strategist (goal-setting, scoping, etc.), the partner's advocate to the Creative Services Team, and the one responsible for ensuring successful completion on deadline.
- **Thought Leadership:** You will harvest key learnings from your portfolio of partnerships and produce at least one thought leadership piece annually for Matterlab to share publicly.
- **Special Projects:** Assist with other special projects as needed, as is expected of all team members across the company. Our business is growing, new opportunities arise frequently, and we often need to deploy team members to new and exciting special projects that help us achieve greater impact.

Working at Matterlab

- The annual base salary for this position is between \$55,000 and \$70,000.
- All team members are eligible to earn commission for generating new business or expanding existing partnerships.
- A college degree is not required.
- Location is flexible (Matterlab's headquarters are in Austin, TX, and team members currently live in New York City, Dallas, Chicago, and Orlando)
- Unlimited vacation policy (with requirement that you take at least 2 weeks of paid vacation)
- Employee health, dental, and vision benefits available
- 401k with matching contribution up to 2%
- Company-wide volunteer days twice per year
- Paid four-week sabbatical after five years of service
- [For those in Austin, Texas] Matterlab's studio is conveniently located in the heart of South Congress

Application Process

Interested individuals should [apply here](#). Applications are being reviewed on a rolling basis with the intent to fill the position as soon as possible. The Matterlab team carefully reads the open response questions on the application, so we encourage you to take your time to prepare a thoughtful response.

Matterlab is an equal opportunity employer. All applicants will be considered for employment without attention to race, color, religion, sex, sexual orientation, gender identity, national origin, veteran, disability status, or other characteristic protected by law. We value diversity and are committed to ensuring an inclusive environment for all Matterlab employees.



More About Matterlab

Matterlab exists to amplify the impact of organizations transforming life outcomes for children and families.

We cultivate long-term, close partnerships with clients. As a seamless extension of our clients' own teams, we work collaboratively and bring a full range of services to the table, including business strategy, creative development, digital marketing, messaging platforms, communications execution, and thought leadership support.

Our outstanding team operates in an energetic startup culture focused on achieving scalable and sustainable results. Together with our clients, we impact more than 10 million children nationwide.

Across our country today, more than 15 million children—21% of all children—are living in poverty, and only 10% of low-income children graduate from high school ready to succeed in college. We work in partnership with organizations and communities to change this unacceptable reality and advance economic empowerment.

Our Core Values

MAKE IT MATTER.

We focus on what is most important—making a sustainable impact on life outcomes for children and families.

DIG DEEP.

We get close to the people closest to the work in order to understand problems and opportunities.

EXPERIMENT.

We enjoy getting unstuck and seizing the opportunities in ambiguity.

START A CONVERSATION.

We know nothing is more powerful than communication and collaboration.

GO FORWARD, ABOVE, AND BEYOND.

We are hardwired to go the extra mile for each other and our clients.

SEEK SIMPLICITY.

We find simplicity on the far side of complexity by asking bigger and better questions.