

Director of Marketing & Partnerships

About Cybercrime Support Network (CSN)

CSN is a 501(c)(3) non-profit organization created to meet the challenges facing millions of individuals and small businesses affected by cybercrime. As a public-private collaboration, CSN supports individuals and small businesses impacted by cybercrime by offering support for reporting, responding to and recovering from cybercrime. We are a fast paced organization filled with people on a mission to make a difference. We are looking for team members who get energized by working with others to meet their goals and make an impact.

About the position

CSN is looking for a Director of Marketing & Partnerships. In this new role, the Director of Marketing & Partnerships will manage a team of two to include overseeing the day-to-day operations of the Marketing team, completing projects and managing CSN partnerships. This position has quantitative and qualitative metrics that will be measured to determine success. Candidates must have excellent writing skills and be extremely organized and process-oriented to succeed in this role. The CSN team works remotely and candidates must have a quiet work space with working WiFi and phone service.

Essential Duties and Responsibilities:

- Direct workflow of requests coming to the marketing team from internal stakeholders by creating project management timelines and assigning tasks to the appropriate individuals, which includes this role.
- Effectively liaise between the marketing team, internal and external customers including sponsors, partners, and vendors.
- Create and edit content for various marketing resources and assignments.
- Manage the project timelines and editorial calendar on a daily basis including following up on outstanding deliverables and commitments to ensure deadlines are met.
- Manage CSN's partner relationships to offer opportunities to support and promote each other's work through: LinkedIn Live events, Facebook Live events, newsletter highlights, collaboration on CSN programs, guest blogs, conferences and events, and quarterly partner calls and newsletters. These engagements require excellent written and verbal communication skills.
- Conduct research to evaluate potential partners and make recommendations on compatibility.
- Manage partner records using Salesforce, Mailchimp and Google Drive.
- Work collaboratively within CSN to accomplish tasks that require cross-functional support.
- Commit to embracing CSN's policy on servant leadership by ensuring teammates have what they need to complete their tasks.
- Provide leadership and mentoring to the marketing team.
- As an evolving position, candidates must be flexible to perform other duties as assigned.

Experience and Competencies :

- Bachelor's degree in marketing, communications or related field
- Minimum of 5 years of experience in marketing, communications, and/or project management with experience in supervisory roles
- Ability to organize and prioritize time and tasks with minimal direct supervision
- Highly motivated, self-driven, and independent with the ability to function as part of a team

- Strong written and verbal communication skills including the ability to communicate alternative solutions
- Strong relationship-building skills
- Experience with Salesforce and Trello preferred
- Knowledge of G-Suite or a willingness to learn

Please visit [Cybercrimesupport.org](https://www.cybercrimesupport.org) as well as [FightCybercrime.org](https://www.fightcybercrime.org), a resource database for those affected by cybercrime and online fraud, and [ScamSpotter.org](https://www.scamspotter.org), a website to help identify scams and stop fraudsters.

CSN is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to sex, race, color, age, national origin, religion, physical and mental disability, genetic information, marital status, sexual orientation, gender identity/assignment, citizenship, pregnancy or maternity, protected veteran status, or any other status protected by applicable national, federal, state or local law.

To apply for this position, please email your resume and cover letter to recruiting@cybercrimesupport.org and include Director of Marketing & Partnerships in the subject line.