

VFN Non-Profit Telephony Software Application Director Independent Contractor Position

Voices Votes Now (VFN), a boutique consulting firm based in Washington DC, serving politically progressive non-profit organizations, is looking for an experienced **Software Application Director** to manage our new legally compliant cell phone and landline calling application (our "Dialer"). The position will serve VFN as an independent contractor on a monthly contract. This position will coordinate with the Managing Director of VFN and the Director of Data & Technology at State Voices and will be responsible for ensuring the success of this new tool for 501c3 non profit organizations. They will work with a small team to handle contracts, budgets, training, and support for the tool.

Our Tool and the Scope of Work:

The VFN Dialer allows non-profits to upload a universe of phone numbers to our system, enabling volunteer phone bankers to contact voters. The tool records voter responses and exports call dispositions to third party analytical tools.

The State Voices coalition incorporates hundreds of non-profit organizations nationally. The Software Application Director will coordinate the use of the Dialer among SV's non-profit clients, assisting a small staff in scheduling Dialer trainings, processing credit card payments, and managing the call volume for the tool, ensuring that the tool operates within its maximum capacity. Working with VFN, the Software Application Director will help identify bugs or weaknesses in the call flow, as well as to craft tool upgrades and additional features for the tool over time.

The Software Application Director will also monitor and alter pricing for the tool, ensuring a stable operating and development budget.

The Dialer will be used primarily for the following activities:

- *Voter Registration Activities
- *Encouraging individuals to vote (referred to as Get Out The Vote or "GOTV")
- *Educating voters about important issues
- *Legislative advocacy (as allowed by applicable 501c(3) or 501(c)(4) law)

Principal Responsibilities for the Dialer Director include:


- Set a vision and priorities for the Dialer
- Oversee support with the administration of the Dialer, including technical assistance, and monitoring the use of the system to ensure compliance with laws and policies.
- Work with vendors on contracts, software updates and bug fixes.
- Work with VFN to Hire and Manage a small team of customer support representatives.
- Develop and coordinate long-term plans and process improvements for providing services and support
- Work with the dialer team to ensure that all aspects of the Dialer are documented to maximize usability and troubleshooting

 **VFN Research**

- Work with the team to provide support and strategic guidance to partners on the most effective use of the Dialer to help accomplish their organizational and programmatic goals.
- Manage relationships with VFN, State Voices and top clients
- Present analysis and reports on service usage, compliance, and contact activity for the network
- Develop an annual budget
- Fundraise for the long-term sustainability of the Dialer

Experience & Skills: The ideal candidate will possess the following minimum qualifications:

- 6-8 years of experience in political or nonprofit technology, or experience with small to mid-sized multi-client software products
- Experience with NGPVAN administration and/or familiarity with other online advocacy tools, non-profit telemarketing Dialers and CRMs
- Advanced proficiency in Excel, proficiency in Microsoft Office Suite, and Google Drive
- Experience working in coalition and managing relationships and expectations with vendors and partners.
- Demonstrated commitment to racial and gender equity and record of success working with communities of color, women, low-income people, LGBTQIA individuals, and other historically marginalized communities.
- Experience with or knowledge of data management, reporting and analysis
- Experience hiring, managing and supporting staff
- Public speaking or teaching, especially explaining the use of technology and data to non-technical people.
- Familiarity with running webinars or online training/presenting
- Diplomatic, professional approach to problem-solving while working independently or on a team.
- Background in 501c3 work and/or the desire to work with progressive organizations
- Must be willing to travel around the U.S. as needed once safe.
- Experience developing and tracking a large project-related budget
- Fundraising experience a plus
- Familiarity with Catalist data and Civis tools is a plus.



Term of Employment: This is a full-time consulting commitment

Compensation and Scope: Based on the scope of work, we estimate this engagement will require a commitment averaging 40 hours per week. Pay will be on an independent contractor, 1099 basis at between \$10,000 to \$12,000 per month depending upon experience.

Location: Remote

To Apply, submit the following materials to jobs@vfnstates.org



1. Resume
2. Cover Letter
3. 2 Professional References