

TrustBridge global

MAKING
GLOBAL
GIVING
EASY



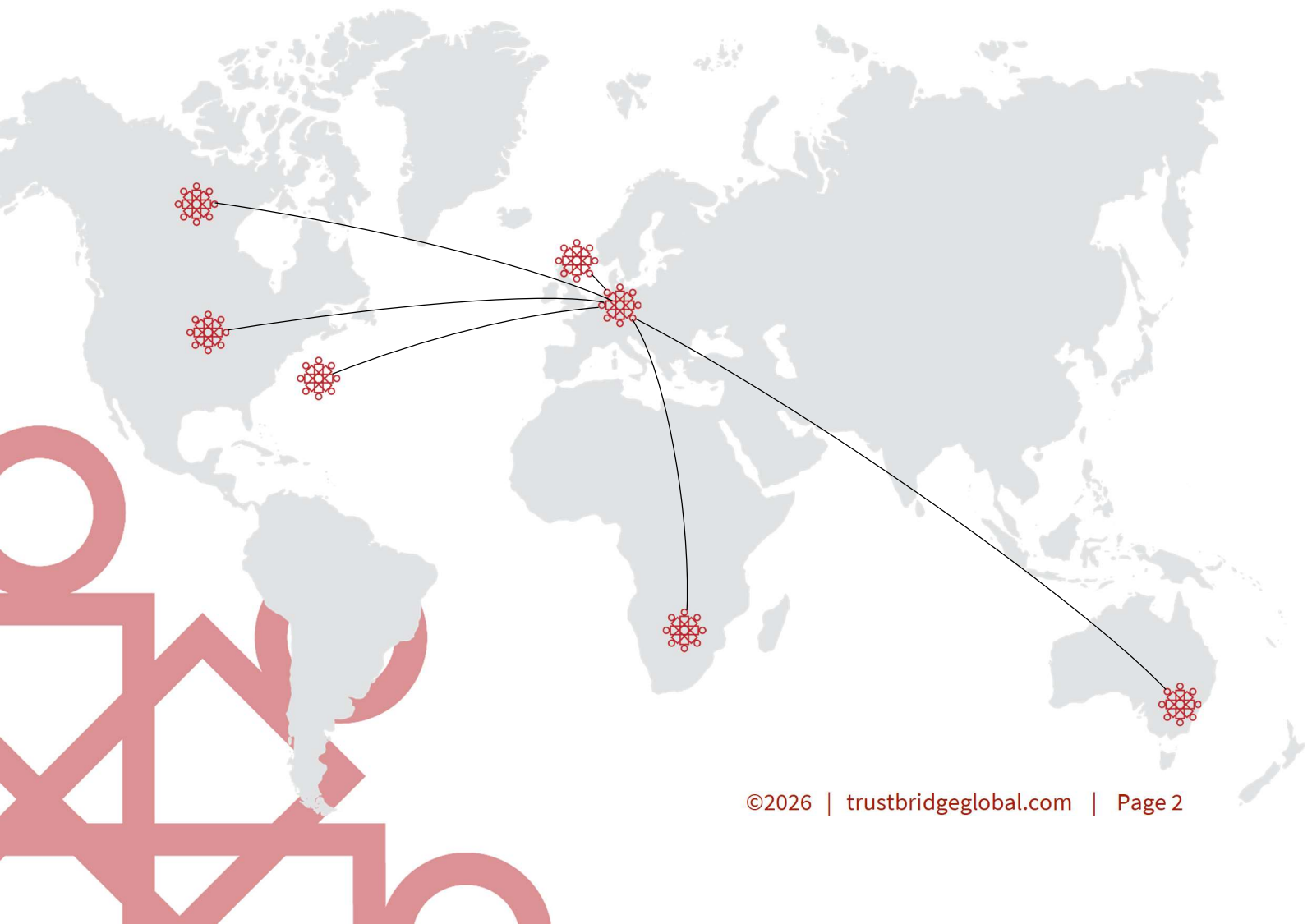
MAKE YOUR
IMPACT ON
THE WORLD

Member Development Specialist

TrustBridge Global Foundation is a grant-making foundation based in Switzerland. We receive donations from individuals and entities all over the world and process and send grants to charities almost anywhere.

OUR MISSION IS TO **MOBILIZE RESOURCES**
BY **MAKING GLOBAL GIVING EASY.**

WE DO THIS BY CREATING A **GLOBAL**
NETWORK OF GENEROUS COMMUNITIES.

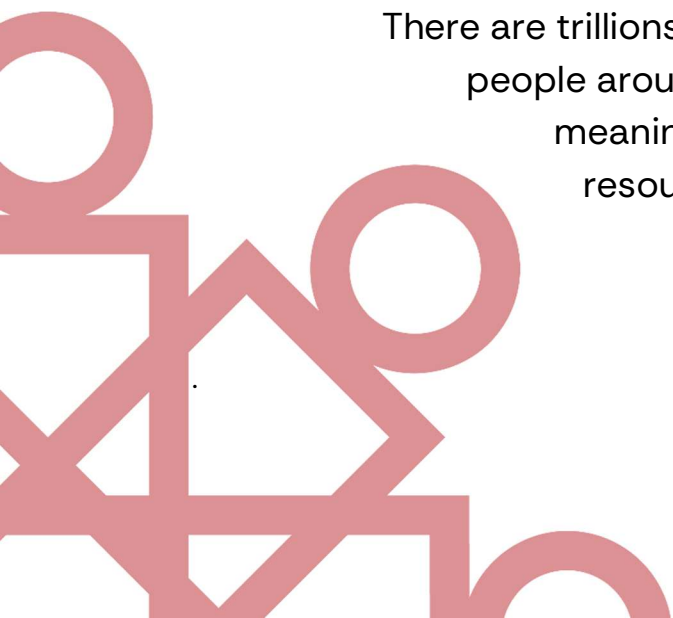


Imagine anybody giving to any charity anywhere with just a few clicks. We believe that radically improving cross-border giving will change the world.

OUR VISION IS THAT **CHARITIES**
EVERYWHERE HAVE ALL THEY NEED TO
ACCOMPLISH THEIR MISSION.



There are trillions of dollars, euros, and yen in the hands of people around the world—more than enough to make a meaningful impact. TrustBridge will get those resources moving.





Put People First

The world tells us that we need to decide between benefiting ourselves or benefitting others. In all situations, we will choose to apply the Golden Rule and treat others as we would like to be treated. We put people first and lean into generosity. People are more important than dollars.

Trust Our People to Act

We believe in our people – their gifts, skills, and worth – and therefore we trust

our people. We are self-starters and take action without waiting to be told. But not necessarily on our own – we listen and collaborate. We provide everyone with the training, strategic clarity, and radical information sharing necessary to make wise decisions.

Find a Way to Say Yes

Our team is comprised of some of the smartest, most gifted people around. We believe our clients deserve maximum effort and creativity applied towards the accomplishment of their goals. While we always need to consider costs and potential risks, we should exhaust every reasonable alternative before we say “no, we can’t do it”.

Move as Fast as Possible, but Not Faster

In serving clients, time is of the essence. Non-profit charities should not operate at a lower standard than for-profit businesses. We strive for world-class responsiveness to client needs, while not compromising compliance with applicable laws and regulations, or our standard of excellence. Additionally, as we innovate, we move those solutions into production with real world urgency.

TrustBridge maintains a globally distributed workforce with team members in Switzerland, the United States, India, Malaysia, the Philippines and more. TrustBridge's main office in the United States is in Clearwater, Florida.

THE FOLLOWING OPPORTUNITY IS FOR A **MEMBER DEVELOPMENT SPECIALIST** WITH A FOCUSED SET OF RESPONSIBILITIES.

DESIRED OUTCOMES

Someone excelling in this position will:

- Onboard new Network Members, assisting them in creating and maintaining systems and processes that will maximize their efficiency and effectiveness.
- Assist with training Network Members to use our software packages, including, but not limited to, Oracle NetSuite, Client Portal, and GivingSpace (proprietary software).
- Maintain an ongoing support relationship with the Network Members to ensure compliance with the Network Member Agreement.
- Assist network member employees with questions and provide guidance and mentoring on development methodologies and best practices. The outcome is positive team member growth and consistent, on-time delivery of commitments.
- Keep our systems and databases organized and up to date.
- Effectively manage workflow hand-offs of the new network members as they are operationalized across the organization.
- Have a strong understanding of the money flow of the TrustBridge Global Network and all the related charitable entities.
- Work within the larger TrustBridge team with high morale and cohesion. As needed, be part of a Member Development team, where the outcome is low turnover, passion for their mission, dedication, and high productivity.

JOB SUMMARY

The **Member Development Specialist** at TrustBridge plays a pivotal role in ensuring the smooth and accurate onboarding and operationalization of new Network Members as a part of the more extensive TrustBridge Global Network. Directly reports to the vice president of network relations and works closely with the global network development team. The Member Development Specialist's primary function is to help Network Members through their Journey from Learning to Joining, add value to the Member Development team as it grows, and successfully onboard new Network Members into the TrustBridge Global Network. This position proactively supports developing a potential Network Member until the Network Member Agreement with TrustBridge is signed.

This position acts as a liaison between the Network Relations department and the following, as new Network Members are onboarded:

- Sales
- Marketing
- Finance
- Operations
- Technology
- Legal

Additionally, the Member Development Specialist should demonstrate a commitment to the Christian faith as demonstrated by the following:

- Pray regularly with the team and personally for the clients and ministries TrustBridge serves.
- Demonstrates a commitment to personal, spiritual, and professional maturity.
- Actively integrates biblical principles in day-to-day behavior, exhibiting unrelenting integrity
- and strong moral character.

This role blends hands-on project management concepts with relational interactions, process improvement, and cross-functional collaboration to deliver best-in-class service to Network Members.

KNOWLEDGE, SKILLS, ABILITIES, AND PERSONAL CHARACTERISTICS

- Proven experience as a customer development specialist or supporting external customers or partners in a support role.
- Proven administrative experience and ability to interact at the executive level.

- Experience organizing events and international meetings and coordinating with staff from different countries.
- Experience in project management using a project management application is an advantage.
- Experience in training and teaching clients' new skills.
- Experience in financial services or banking and accounting systems is helpful.
- Understanding philanthropy and international granting is very helpful.
- Franchising or multi-office location experience is helpful.
- Relationship-building ability.
- Cross-cultural experience is helpful.
- Demonstrated attention to detail and accuracy.
- Demonstrated analytical, technical, organizational, and problem-solving skills.
- High-level sense of ownership and accountability.
- Fast learner and a continuous learner.
- Recruiting, teaching, and training skills for team growth.
- Ability to work well both in a team setting and independently.
- Demonstrated initiative in mastering new technical areas quickly.
- An ability to effectively handle multiple projects simultaneously in a deadline-driven environment.

EDUCATION, TRAINING, AND EXPERIENCE

- Bachelor's degree or equivalent combination of education and experience.
- 5+ years of customer development, business development, external relations support or relationship management experience.
- Experience in using ERP systems and CRM systems.
- Experience in using web-based video conference systems like Zoom or Teams.
- Proficiency in Microsoft Office 365, including Word, Excel, Outlook & PowerPoint.
- Experience in supporting and interacting with high-net-worth individuals and senior-level executives.

WORK ENVIRONMENT AND MENTAL REQUIREMENTS

- Ideally, the workday would run from roughly 1700 to 0200 to maximize the overlap with European and US Eastern Time work hours.
- Most work will involve video conference calls with prospective Network Members worldwide. Currently, the job is done in Canada, Australia, New Zealand, Germany, the United Kingdom, Puerto Rico, Romania, the Netherlands, South Africa, the Philippines, the United States, and Switzerland.
- Ability to communicate and exchange information, collect, compile, and prepare work documents, and set up and maintain work files.

- Ability to work more than 8 hours per day, as needed; ability to handle pressure during peak periods during the year; availability to handle issues outside regular working hours.
- Benefits include paid time off, holidays, and annual bonuses. They may also include employer contributions to health insurance and retirement benefits.

Contact (recruiting@trustbridgeglobal.com) to find out more.



GIVING | IMPACT | GLOBAL