

Parent Builder Manager

Our Parent Builder Manager is someone that's able to connect with our Parent Builders in a way that earns their trust and respect. They must be someone that is an effective communicator and can work well with all different people and personalities. They need to communicate to the Parent Builders their roles and expectations in a clear and concise manner, and then be able to handle situations with grace and class when those expectations aren't met.

The Parent Builder Manager is someone who is really engaging with the parents and makes them fall in love with HXP. They are responsible, and a consistent communicator with parents, anticipating their questions and meeting their needs for understanding the trip without feeling overwhelmed or in charge. They should be able to identify who makes a great Parent Builder and work to help our recruiting team find people who match those aspects.

This person displays a high degree of emotional intelligence and situational awareness. They have a habit of discretion, respect for others, and integrity. They are extremely organized in both their personal and professional lives. Ultimately, this person finds deep meaning and purpose in loving God and loving people.

Responsibilities Include, But Are Not Limited To

- Developing a personal relationship with the Parent Builders headed to HXP
- Help introduce them to their Trip Leaders and give them reasons to respect each other
- Create and finetune a Parent Builder training that is effective in teaching parents and motivating them to live up to the HXP expectations for them
- Ensure that every Parent Builder hears and engages in PB training and understands their unique, counterintuitive role
- Plans, organizes, and presents the Parent Builder Training
- Leads training to Trip Leaders to help them work effectively with Parent Builders
- Respond to emails and phone calls within 24 hours of receiving them
- Proactively seek Parent Builders who will enhance the experience (past PBs, TL recommendations, etc)
- Works with any Parent Builder who has a behavior issue while on an HXP trip
- Logistically strong and proactive in following up with Parent Builders on their list of to dos, background checks and other pre-trip preparations
- Effective in working with Parent Builders on their trips and problem solving difficult issues and ambiguous problems

- Develop influencers/advocates in social media who might consider coming on a trip and adding their voice

Who you are

- Strong communication skills and interpersonal skills
- Able to work through difficult or ambiguous situations with adults in a professional manner
- Understanding of what motivates a parent to serve as a Parent Builder and how to work well with them through their unique problems
- Comfortable working at a very fast pace; flexibility is a must
- Proven ability to successfully juggle and prioritize multiple tasks and projects
- Strong project management skills; one who thinks ahead and anticipates needs
- Preferred: basic knowledge of G-suite, Slack and GroupMe
- Must be able to work onsite 5 days/week as needed