



Job Posting

POSITION: National Trips Coordinator
LOCATION: Remote
DEPARTMENT: National Operations
RESPONSIBLE TO: International Engagement Director
***An hourly paid position (40 hours/week), with benefits.**

Organization Profile:

NPH USA is dedicated to breaking the cycle of poverty in Latin America and the Caribbean by supporting the Nuestros Pequeños Hermanos network of homes and communities for orphaned, abandoned, and disadvantaged children. We provide a loving family, security, education, health care, and leadership development opportunities to children in nine countries.

Summary of Opportunity:

Reporting to the Director of International Engagement, the National Trips Coordinator is responsible for assuring a consistent standard and procedure for all NPH USA-led trips. Their primary task is to optimize and organize Vision and Immersion Trips by maintaining and improving the following: national trip guidelines, branding of trips, NPH USA internal processes and procedures, trip-participant experience, and streamlining channels of communication between NPH homes and NPH USA. The Trips Coordinator regularly communicates and coordinates with donors, travelers, NPH USA staff, and 3rd party groups who wish to visit an NPH home independently, assuring that all protocols and protections are followed for the well-being of the children. The coordinator also assists with the International Volunteer Program, as needed.

Your Impact & Contributions:

1. Perform administrative tasks:

- Updates/Maintains/Presents materials for Trip Process and Protocol to Regional Offices.
- Maintain updated Trip Packets (documentation) for all types of participants.
- Maintain/update predeparture orientation materials.
- Manage/submit check requests/reimbursements related to International Engagement programs.
- Assist the Director of International Engagement, as needed.

2. Coordinates NPH USA-led Trips (Vision and Immersion Trips):

- Coordinate Predeparture Planning with **Regional Offices:**
 - Maintain Master Trip Calendar.
 - Confirm/establish NPH Home availability and travel logistics.
 - Research, arrange, monitor, and communicate deadlines for airfare for groups.
 - Review first draft of Regional Office's Trip Proposal and Budget, submits for approval to International Engagement Manager.
 - Review/edit registration trip pages and fliers to website.
 - Organize/design/order t-shirts/promotional items for Immersion Trips in consultation of regional offices.
- Coordinate and maintain communications with **trip participants:**
 - Submit background check for participants.
 - Communicate with participants on trip costs and airfare deadlines.

- Send, manage, and follow up on Visitor Packet and all required documents.
- Follow up with post-trip participants for long-term involvement.
- Send post-trip survey to participants and organize and collect data.
- Coordinate and communicate with the **NPH home visitor coordinators:**
 - Coordinate customs documentation for donating participants (gifts in kind)
 - Collect and share list of visitor allergies/meds/special circumstances
 - Collect and share list of sponsored kids and arranges sponsor/child visits if possible.
 - Share and distribute home's visitor policy regarding COVID-19.
 - Request and arrange wire transfer for footprint or any other additional costs to home.
 - Share updates on donation-list specific to home.

3. Communicate with and assist 3rd Party and Individual Trip Participants:

- Respond to all travel queries and requests.
- Submit/Monitor background-check invitations and trip participant documentation.
- Coordinate between homes' visitor coordinators and trip participants on dates, footprint/wire transfers, and paperwork.
- Follow up with post-trip participants for long-term involvement.

Ideal Qualifications:

- Bilingual in Spanish and English
- Former international NPH volunteer with one year of service, preferred
- Strong written and oral communication and interpersonal skills
- Experience with intercultural communication and international development practices
- Knowledge of Latin American culture and politics
- Must be willing to travel (1-2 international trips and 2-3 domestic trips)
- High energy and passion for NPH USA's mission is essential
- Strong organizational and time management skills with exceptional attention to detail
- A professional and resourceful style; the ability to work independently and as a team player, to take initiative, and to manage multiple tasks at a time

How to Apply:

Send resume and cover letter to recruiting@nphusa.org. Include specific salary requirements. Please no phone calls or outside agencies. NPH USA is an Equal Opportunity Employer. We value diversity in the workplace and encourage applicants from all backgrounds to apply.