



**NPH USA**  
Raising Children. Transforming Lives.

## Employment Opportunity

**POSITION:** Operations Coordinator, Child Sponsorship  
**LOCATION:** Chicago, IL  
**SCHEDULE:** Full-time, Exempt  
**REPORTS TO:** Operations Manager, Child Sponsorship

### **ABOUT US:**

Nuestros Pequeños Hermanos (NPH) means "Our Little Brothers and Sisters" in Spanish. NPH USA transforms the lives of vulnerable children in Bolivia, the Dominican Republic, El Salvador, Guatemala, Haiti, Honduras, Mexico, Nicaragua, and Peru. Together, we help children overcome poverty and become productive, caring leaders in their own communities. Founded in 1954 by Father William Wasson, NPH is supporting nearly 8,000 children and young adults, both inside and outside our homes, ensuring they have a safe and nurturing place to live, an education, clothing, healthcare, and a strong family support system. In addition, NPH's St. Damien Pediatric Hospital employs more than 500 Haitians and is the only hospital wholly dedicated to pediatric and prenatal care in Haiti, a country of 11.5 million people.

If you are looking to make a dramatic impact in the life of a child, this is the job for you.  
[nphusa.org/impact](http://nphusa.org/impact)

We support NPH through fundraising and volunteer programs. In addition to our national office, we have three [fundraising areas](#) (South and West, Midwest, East Coast) and the [St. Damien Pediatric Hospital Fund](#) each working in tandem to build support for our mission. International headquarters based in Mexico and we have fundraising offices in Europe, Australasia, and Canada.

### **Mission**

NPH USA connects supporters' passions and interests to the transformational work of Nuestros Pequeños Hermanos impacting the lives of children, families and communities in Latin America and the Caribbean.

### **Vision**

We envision a world where vulnerable children, families, and communities have access to the resources and opportunities they need to thrive.

### **Organizational Imperatives**

- Honor Donor Relationships
- Fulfill Commitment to NPHI
- Live the Values of Fr. Wasson

### **Values**

- Show GRATITUDE in all we do
- Foster authentic RELATIONSHIP and true connection
- Act with INTEGRITY always
- Accept RESPONSIBILITY for our mission and our commitments
- Work in COLLABORATION to achieve more together
- Operate with TRANSPARENCY and honesty
- Embrace DIVERSITY, EQUITY and INCLUSION, building a better organization and a better world

### **Summary of Opportunity:**

The Child Sponsorship Operations Coordinator is responsible for maintaining information updated on all collaborative platforms. The main goal of this role is to provide a positive experience for donors throughout their engagement in the child sponsorship program. To achieve this goal, the role needs to communicate relevant changes on child sponsorship accounts to donors, staff, and NPH homes on a timely basis.

### **Your Impact & Contributions:**

- Coordinate the information management for the child sponsorship program
  - Maintain accurate child and sponsor records
  - Create new sponsorship accounts in the donor database/NPH database and prepare welcome materials
  - Update existing sponsorship accounts as requested by sponsors and/or management
  - Coordinate the child substitution process with impacted sponsors and NPHI homes
  - Cancel sponsorship accounts on the donor database NPH database and send confirmation letters
  - Manage notifications of change in programs
- Manage various billing communications to sponsors for child sponsorship program
  - Send email reminder for past due sponsorships
  - Send cancellation notices for seriously past due sponsorships
  - Answer calls from the organization's 1-800 phone number
  - Record all sponsorship communication activity in donor database
- Collaborate with other child sponsorship operations team members
  - Assist with the management of the child sponsorship correspondence program
  - Assist with the various functions of the child sponsorship billing department
  - Assist with donor stewardship by addressing sponsor information requests
  - Assist with the execution of seasonal mass mailing projects

### **Ideal Qualifications:**

- College degree or equivalent training
- Fluency in Spanish required, fluency in French preferred
- Strong communication skills with previous customer service experience
- Detailed-oriented with excellent organizational skills
- Ability to work independently and multi-task to thoroughly complete concurrent projects
- Experience working with Outlook, Word, Excel, Adobe PDF
- Ability to learn new systems required, experience with Salesforce.com preferred

### **How to Apply:**

Send resume and cover letter to [recruiting@nphusa.org](mailto: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.