# Deputy Director-- NFB-NEWSLINE®

Advocacy & Policy

## Description

The National Federation of the Blind is a membership organization of blind people from each of the fifty states, the District of Columbia, and Puerto Rico. As America's civil rights organization of the blind, the Federation is a coordinated network of skilled advocates, resources, and programs that raise expectations of the blind in society and create opportunities for blind people to live the lives they want. The staff of the Federation are central to the organized blind movement by providing support, professional expertise, and daily contributions to the success of the organization. Working under the direction of the Federation's elected President, the staff advise the organization's leadership and contribute to the vibrant, energetic, and collaborative culture of the organization that raises expectations throughout society.

The Advocacy and Policy Department of the National Federation of the Blind is responsible for assisting the President in the coordination and management of all federal legislative and regulatory advocacy; providing affiliates with state and local legislative technical assistance, strategy development, and training; membership support with education, employment, and Social Security issues; the administration of our Independence Market; and the administration of our NFB-NEWSLINE® system.

The National Federation of the Blind is seeking a dynamic and innovative individual to join our team as a deputy director for NFB-NEWSLINE®. This is an exciting opportunity to contribute to a service that is making a significant impact on the lives of blind, low-vision, deafblind, and print-disabled individuals across the United States by providing them with accessible information. The successful candidate is an efficient, multitasking self-starter who can formulate strategies to drive process improvement. As the deputy director, you will work closely with the director of Sponsored Technology Programs to take the NFB-NEWSLINE® service to the next level. We are looking for a self-starter who can multitask efficiently and drive process improvement.

## About NFB-NEWSLINE®

NFB-NEWSLINE® is a free audio and Braille information service that provides access to over 500 publications, including national, state, and international newspapers, breaking news, magazines, emergency weather alerts, retail ads, job listings, and TV listings. Our subscribers can access these publications via a touchtone telephone, the internet, OnDemand email, portable players, or iOS Devices such as an iPhone, iPod, or iPad. Learn more at [www.nfbnewsline.org](http://www.nfbnewsline.org).

## Responsibilities

* Assist the director in overseeing the daily operations of the NFB-NEWSLINE® service.
* Contribute to the development and implementation of strategic plans to expand and improve the service.
* Coordinate volunteers working on the NFB-NEWSLINE® service across the country.
* Enhance the subscriber onboarding, training, and customer service experience.
* Assist with NFB-NEWSLINE® state sponsor and publisher contracts.
* Deliver presentations to community stakeholders on NFB-NEWSLINE®.
* Analyze NFB-NEWSLINE® usage trends and recommend feature enhancements and content additions.
* Prepare reports on service usage, user feedback, and other key metrics.
* Handle all aspects of acquiring content for the NFB-NEWSLINE service.
* Act as the point of contact between content providers and NFB-NEWSLINE.
* Maintain quality control of the information presented on NFB-NEWSLINE.

## Qualifications

* Excellent interpersonal skills, including ability to effectively relate to a wide variety of people to maintain/develop professional relationships.
* Strong analytical and problem-solving skills.
* Leadership ability and experience in managing projects effectively.
* Excellent oral and written communication skills.
* Outstanding organizational skills.
* Excellent customer service and follow-up skills.
* Excellent teamwork skills.
* Deadline-oriented
* Adaptability: Ability to adapt to changes and work in a dynamic environment.
* Strategic Thinking: Ability to think strategically and develop plans for the improvement and expansion of the service.

## Education and Experience

* Experience with NFB-NEWSLINE preferred but not required.
* Bachelor’s degree in Business Management or related field.
* Equivalent work experience will be considered.

## Compensation and Benefits

* The pay range for this position is $60,000 to $75,000 dollars.
* Please go to our [benefits brochure](https://nfb.org/about-us/career-opportunities/employee-benefits-guide) to learn about the employee benefits offered by the National Federation of the Blind.

## How to Apply

We seek individuals who wish to identify with a cause and to assist in advocacy for a group long denied equal opportunity to succeed or fail based on ability, and not be denied opportunity based on society’s stereotypes.

This job is open until filled. Applicants should send, preferably via email, a résumé and cover letter indicating salary requirements to: Human Resources, National Federation of the Blind, 200 East Wells Street at Jernigan Place, Baltimore, MD 21230; telephone 410-659-9314, extension 2413; fax 410-685-5653; email careers@nfb.org.

The National Federation of the Blind is an equal opportunity employer. Accordingly, all terms and conditions of employment will be carried out without regard to race, creed, color, religion, gender, sexual orientation, nationality, marital status, age, or disability. For more detailed information about our commitment to equal opportunity in employment, please email a request to careers@nfb.org.