**Digital Content Manager**

Do you have a passion for using technology to bring about social change? Are you driven to find innovative solutions that promote sustainable social impact?  If so, come join the team at Benetech!

Bookshare, the world’s largest library of ebooks for people with reading barriers, is looking for a Digital Content Manager to join our collection development team. This team manages the pipeline that delivers one million titles to more than a half million people in over 70 countries around the world.

We want you to join our team if you have the skills and desire to manage approximately five direct reports and oversee Bookshare’s student request pipeline, which includes ordering books based on student requests (or sourcing them from the NIMAC Repository), digitizing them in-house, outsourcing them to our global vendor partners for proofreading, and notifying our customers when their requests are live.

As Digital Content Manager, you will be responsible for overseeing the annual book budget, vendor contracts, and the day-to-day priorities and professional development of your student request team. You will track and analyze critical data about our operations, summarize impact, and make recommendations for future changes.

This is a full-time position based in Palo Alto, California. We are also open to remote candidates. The health and safety of our employees is a top priority for Benetech. Due to the circumstances surrounding Covid-19, this position will start remote, and as things reopen, we will engage in company-wide discussions about going into the office. All interviews will be conducted remotely for the time being.

Bookshare is an initiative of Benetech, a non-profit that empowers communities with software for social good. Benetech is an Equal Opportunity Employer committed to diversity in its staff and encourages all qualified people to apply, including minorities, veterans, and individuals with disabilities. We firmly believe in Doing More Together – it’s even one of our Truths! You can read more about our underlying values here: [Benetech Truths](https://benetech.org/about/our-truths/).

# Essential Duties and Responsibilities

* Oversee the student request workflow, including student requests, vendor relationships, and quality assurance
* Work with Vendor Specialist and Operations Management to maintain vendor contracts
* Meet regularly with direct reports to provide feedback and direction
* Manage the annual student request budget, including forecasting and tracking actuals
* Track and analyze key metrics about the student request pipeline, and provide regular reports
* Work with the product and engineering departments to surface and prioritize surface and prioritize Collection Development team business needs
* Support external partners, including publishers, private library clients, and other

# Qualifications

Research shows that women and people from underrepresented groups often only apply to jobs if they meet all of the qualifications. However, no one ever meets 100% of the qualifications. Benetech encourages you to break that statistic and to apply. We look forward to your application.

* Bachelor’s degree, or equivalent experience
* 5+ years of relevant professional experience
* Demonstrated skill with Excel or other financial tracking tools
* Excellent verbal and written communication skills
* Mission driven with an interest in the communities we serve
* People management experience a plus
* Experience with Salesforce, digital file formats, and/or assistive technology a plus