About Trans Families
Trans Families increases the awareness and understanding of the wide range of gender diversity in children, adolescents, and adults by providing family support, building community, increasing societal awareness, and improving the well-being for people of all gender identities and expressions. We offer online video support groups for families and separately for trans youth, as well as message boards, a moderated chat server, online resources, monthly webinars, a trans youth leadership program, game nights, and soon a return to our hallmark conference, Gender Odyssey. All our programs are guided by the belief that providing support for, and information to, parents leads to better health and wellness for the child and the entire family.

TRANS FAMILIES is an equal opportunity employer and it is our policy to comply with all federal, state and local equal employment opportunity laws. We do not discriminate on the basis of sexual orientation, gender identity or expression, race, color, religion or creed, national origin, ancestry, sex, age, marital status, physical ability, family responsibility, political affiliation or any other status protected by applicable law. We strongly encourage applications from members of underrepresented and minority groups, and are committed to maintaining a diverse staff.

Trans Families is a non-profit organization recognized as a tax-exempt 501(c)(3) public charity.

Position Description
We are excited to announce this new position. It is an important milestone in Trans Families’ growth and an opportunity to play an integral role in expanding our reach and impact. The Portal Manager will oversee our technology infrastructure to ensure families have reliable and secure access to all of our groups and resources. This position troubleshoots and resolves accessibility issues, builds interconnectivity, and makes sure all users enjoy a consistently outstanding experience across all applications and access points.

The Portal Manager will work closely with the Executive Director and staff to both maintain existing structures and to identify areas of development and improvement.

Posting date: June 5, 2022

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info@transfamilies.org
**Responsibilities**
The Portal Manager’s responsibilities will include:

- Developing, designing, and maintaining website and other functionality and experience.
- Supervising content for all pages.
- Maintaining and managing status for current and in-development portal projects.
- Troubleshooting issue diagnosis and implementing solutions.
- Providing recommendations for improvements and enhancements.
- Monitoring and analyzing system metrics to assess and maintain optimal performance for all portals.
- Coordinating team members to implement and maintain portal operations.
- Managing relevant vendor relations.

**Experience Required**

- At least two years of experience managing WordPress websites, troubleshooting functionality, plug-ins, app connectivity.
- Demonstratable understanding of the transgender youth and family communities.
- Bachelor’s degree or higher preferred but not required.

**Required Skills and Qualifications**

- Highly motivated self-starter with a strong desire to increase their capacity as they outdo themselves year over year.
- Knowledge of online security best practices.
- Excellent written and oral communication.
- Strong interpersonal skills.
- Exceptional organizational and time management skills.
- Demonstrated ability to work independently and meet deadlines.
- High level of attention to detail, including accuracy.
- Ability to maintain confidentiality.
- Cultural sensitivity.
- Commitment to human rights.

**Bonus Qualifications**
If you have any of these additional skills or areas of experience, please do let us know in your application:

- Rocket Chat, Discord, Slack
- App design

**Compensation**
This is a full-time exempt position, which reports to the Executive Director. The starting base salary is $22 – 25 per hour.

**How to Apply**
Send a cover letter with salary requirements, resume, and a list of three references to info@transfamilies.org with subject line “Your First and Last Name: Portal Manager Application.” Applications will be reviewed on a rolling basis and accepted until the position is filled. Please note, Trans Families prefers to fill this opening immediately.