

TITLE: Program Associate

LOCATION: Washington, DC

SUPERVISOR: Program Director

InsideNGO is a professional association that assists the staff of international development and relief organizations improve their capacity to deal with the specific operational challenges involved in working internationally. Our 300+ member organizations share practical approaches to problems faced by finance, human resource, grants/contracts, technology, legal and other staff. We help the NGO community tap into the experience of peers and operational experts managing activities in the most challenging places in the world.

The Program Associate will work directly with our Program Directors implementing our programs for our members. **The anticipated hire date for this role is September 7, 2015 and we will begin reviewing applications in late July.**

Primary Areas of Responsibilities:

Program Administration

- Workshop and Webinars: collaborate with Events team to ensure workshops and webinars, US and non-U.S, in-person and online, are planned and delivered according to existing standards. Coordinate collection of materials and resources for creation of workshop manuals and other supplemental materials, as well as maintain existing training materials and master templates; prepare materials for printing by Events team; manage trainer logistics; provide on-site event support as needed; coordinate post-event follow up to attendees. For webinars, this position will serve as one of the technical coordinators, working with presenters pre-event and coordinating the technical execution during the event.
- Roundtables: manage all domestic Program Roundtable logistics both in-person and virtual which includes: assisting with announcement/promotion, location logistics and coordination with host member, and materials preparation. May assist on-site. Provide follow-up to attendees as needed. Ensures participant list goes to Events for input. For virtual Roundtables, the incumbent will serve as the technical coordinator.
- Provide assistance to Director in convening Board Advisory Council meetings and other special Working Groups including: managing the technical requirements and taking/distributing minutes.
- Assist program staff in the development and execution of ongoing and one-time projects that support needs of the membership; researching special program-area issues; identifying, collecting and disseminating pertinent area-specific resources; drafting various updates; assisting with the updating of InsideNGO's Member Community, and support other program areas as requested;

Benchmarking and Custom Services

- This position manages the promotion, registration, execution, data collection, and distribution of InsideNGO's annual HQ & Expat/TCN Salary and Benefits surveys and IT Software Survey. This includes launching of registration, editing of survey questions on a bi-annual basis, ensuring format and portals are working appropriately, following up with participants on purchasing and coordinating with operations team on sales. Also serves as a survey report proofreader.
- Responds to inquiries regarding surveys.
- Creates, executes, and summarizes "spot polls" as requested.
- Creates custom data reports for Director and InsideNGO compensation and benefits consultants

Annual Member Conference Preparatory/Implementation Support

- Participate in and assist the annual conference planning and follow up process;
- Provide logistical support for speakers and sessions before and during the Annual Conference (gathering/editing bios; receiving, clarifying, formatting presentations; monitoring timelines, etc);
- Produce Annual Conference materials as needed: provide logistical information to presenters, format/proof materials; assist various teams as needed;
- Coordinate with Program Staff and Events Team to meet internal programmatic and marketing milestones prior to the Annual Conference; and
- Assist in conference programmatic close out logistics: Ensure compilation and distribution to program staff of conference session statistics: provide presenters with evaluation feedback, compile requests and requested follow-up for Program Directors.

Member Support and Communication

- Monitor online member discussion forums, respond as appropriate including guidance to useful information already available;
- Post timely content on the Member Community or add resources to the InsideNGO website.
- Field member concerns and requests for assistance, flagging them for Program Director attention when appropriate.

Other

- Participate in organizational meetings and other special staff initiatives;
- Maintain filing systems (electronic and paper) for the Program area(s) and assist with the maintenance of organization-wide systems;
- Other duties as assigned consistent with the spirit and intent of the position.

REQUIREMENTS

Qualifications and Desired Experience

- Bachelor's degree and one year of progressive administrative/programmatic support at an international development and relief organization, including independent project management, with accountability to senior management;
- Experience in international operations within the non-profit highly desirable;
- Experience helping to lead internal teams towards on-time project delivery strongly desired; and
- Experience in facilitation or coordination of webinars/virtual events and live meetings.

Skills & Attributes

- Exceptional ability in written and verbal communication;
- Advanced proficiency using Microsoft Office: Word (mail merge), Excel (large data manipulation) and Power Point (providing assistance to presenters);
- Research and data analysis experience preferred;
- Excellent organizational/project management skills, with meticulous attention to detail;
- Previous work with survey software systems preferred (Fluid Surveys, Survey Monkey, Key Surveys, etc.) specifically creating surveys, editing templates, and extracting data from a database. High quality customer service skills, demonstrated problem-solving abilities, and experienced time management abilities.
- Additional language and translation experience a plus;

JOB RELATED INFORMATION

InsideNGO is an at-will employer in Connecticut and the District of Columbia. Employment regulations applying to the state of each employee's job assignment apply. This position:

- is based in Washington, DC.
- is a full-time exempt position
- is benefits eligible

APPLICATION INSTRUCTIONS

Please submit resume and cover letter, including salary history, to Jobs@InsideNGO.org. Resumes without a cover letter will not be considered. Please note that candidate must pass verification of employment/reference screening and background check. Due to the number of responses, we will only contact those selected for an interview.

