



TITLE: Program Associate

LOCATION: Washington, DC

SUPERVISOR: Program Manager

InsideNGO is a membership association of more than 330 international NGOs, professional services firms, foundations and local NGOs involved in international relief and development. InsideNGO supports its members as they enhance and improve both institutional and individual capabilities to sustain and deliver mission results. The organization offers a wide range of US and international capacity development services including unique learning events, workshops, webinars, roundtables, and an online Member Community whereby participants tap into the experience of peers and experts managing activities in the most challenging places in the world. With a growing range of global participants and services, InsideNGO has been supporting the international NGO sector for almost forty-years.

PRIMARY AREAS OF RESPONSIBILITY

Learning Services: work to ensure workshops and webinars are planned and delivered according to existing standards.

- Workshops: manage a portfolio of face-to-face and virtual workshops (maintain up-to-date and accurate workshop materials and resources; prepare materials for print, meeting pre-set deadlines consistently; provide on-site event support as needed; contribute to ongoing content/process improvement; coordinate post-event follow up to attendees)
- Webinars: serve as the events technical coordinator by working with presenter's pre-event and coordinating the technical execution during the event.

Member Services: work to provide value to InsideNGO members through strong customer support, relevant and timely resources, and opportunities to share and convene.

- Roundtables: manage domestic roundtable logistics (in-person and virtual) by assisting with promotion, location logistics and coordination with host member, and materials preparation. May assist on-site. Provide follow-up to attendees as needed.
- Monitor online member discussion forums (via a Member Community platform) and respond as appropriate
- Post timely content on the Member Community or add resources to the InsideNGO website.



- Provide assistance to senior staff in convening Advisory Council meetings and other special Working Groups (manage technical requirements as necessary and take meeting minutes)
- Field member concerns and requests for assistance, flagging them for senior staff attention when appropriate.

Benchmarking and Custom Services: manage the promotion, registration, execution, data collection, and distribution of InsideNGO's annual HQ, Expat/TCN Salary and Benefits surveys, and IT Software Survey.

- Provides customer support before, during and after survey launch.
- Provides survey administration support (edit survey questions, formatting, technical support, proofreading)
- Creates, executes, and summarizes "spot polls" as requested.
- Creates custom data reports for Director and InsideNGO compensation and benefits consultants

Annual Conference: Support the Annual Conference event from planning through to follow up.

- Coordinate with senior staff to support the identification of conference sessions and their subsequent development;
- Provide logistical support for speakers and sessions before and during the Annual Conference (presenter communication to provide and receive critical information; format presentations; on-site presenter support);
- Assist in programmatic close out logistics (compile session statistics; provide presenters with evaluation feedback)

Other

- Assist program staff in the development and execution of ongoing and one-time projects (e.g. research special program-area issues; identify pertinent area-specific resources; draft various updates; assist with the updating of InsideNGO's Member Community, and support other program areas as requested)
- Maintain and update internal Standard Operating Procedure (SOP) documents
- Other duties as assigned consistent with the spirit and intent of the position
- Professional development through attendance of InsideNGO's workshops and other opportunities, to be coordinated with supervisor



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 sector 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

- Exhibit initiative, problem-solving, adaptability and a positive attitude;
- Demonstrate cooperation, collaborative work effort;
- Strong communication skills, both written and oral;
- Excellent organizational/project management skills, with meticulous attention to detail;
- Aptitude for exceptional customer service;
- Cross cultural/language skills a plus;
- Able and willing to set and achieve high professional standards;
- Research and data analysis experience preferred;
- Previous work with survey software (e.g. Qualtrics) and CRM's (e.g. Salesforce) preferred

JOB RELATED INFORMATION

InsideNGO is an at-will employer. 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.