



Position Title: Field Operations Officer

Position Location: Washington, DC

Please Apply on Company Website:

https://rew21.ultipro.com/CRE1010/JobBoard/JobDetails.aspx? ID=*D7CC2AA0A42A4FC8

Background:

Creative Associates International is a dynamic, measured-growth global development firm that specializes in education, economic growth, governance and post-crisis stabilization. Based in Washington, D.C., Creative has a field presence in more than 25 countries with a strong client portfolio that includes the U.S. Agency for International Development and the State Department, among others. Since its founding in 1977, Creative has earned a solid reputation among its clients and is well-regarded by competitors and partners alike.

Position Summary:

The Field Operations Officer establishes overseas field offices and administrative systems during project start-up, supporting the operational needs of projects during project implementation (including conducting operational performance reviews), and closing projects. The Officer will identify and propose improvements of project support systems, processes, and procedures. Up to 60% travel may be required.

Reporting & Supervision:

This position reports to the Field Operations Manager.

Expected Outcomes:

- Successfully leads the operational start-up and close-out of Creative projects in the field;
- Collaboratively implements operational and administrative systems to support all phases of project development (capture/business development, start up, implementation and closeout) in HQ and the field;
- Contributes to the development, communication, and implementation of streamlined business processes for project field offices;
- Maintains authoritative knowledge of company administrative systems and operating policies and procedures and serve as a reference for field and HQ staff.

Primary Responsibilities:

- Lead and/or assist with the establishment of new projects, including field offices and operational systems in accordance with Creative's policies and procedures. Responsibilities include setting up administrative systems consistent with corporate standards;
 - Lead Project Closeout operations (including serving as acting operations field staff positions as necessary) in accordance with Creative's policies and procedures;
 - Support effective and compliant management at the home office, including providing direct operational support to field teams, and coordinating work among support departments to achieve project goals;
 - Maintain regular communication and dotted line reporting with field-based operations staff;
 - Lead project operational performance reviews (Management Support Reviews), identify project management, implementation, and/or operations challenges and implement efficient solutions for resolving the challenges with the team;
 - Work with Project teams to resolve ad hoc project management, implementation, and operations issues as they arise;
 - Travel to the field regularly to provide surge support, participate in strategic meetings and events, and maintain close working relationships with the field team;
 - Recommend and implement improvements to Field Operation's project capture, start-up, implementation support, and closeout systems and processes;
 - Contribute to the development of field administration policies and procedures, develop and administer training programs for HQ, expatriate and host country national project staff to ensure their in-depth understanding and adherence to operational processes and procedures;
 - Contribute to and lead, as appropriate, the development and implementation of initiatives designed to strengthen Field Operations' proactive involvement in and support of each stage of a project's operational lifecycle, including business development;
 - Work with Creative's Program and Proposal Development staff to develop realistic start-up plans and budgets for project bids and proposals;
 - Contribute to the timely achievement of the department's goals and Measures of Success.
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- Document new or unwritten operations processes and procedures for implementation across Creative's current and future field projects;
 - Serve on special projects as needed;
 - Provide additional support to other parts of the organization as needed.

Required Skills & Qualifications:

- Minimum 12 years of relevant work experience;
- Minimum 5 years of project implementation experience for USAID and other USG agencies;
- Bachelor's degree in business administration, international relations or related field;
- Experience travelling overseas to start up/close out USG or donor-funded projects;

- Ability to manage and execute multiple concurrent tasks with minimal supervision;
- Excellent verbal and written communication skills, team player;
- Basic knowledge of USG rules and regulations such as AIDARs, FARs, ADS, etc.;
- Proficiency in Microsoft Excel, Word, and PowerPoint;
- Willingness to travel to complex, non-permissive, and/or hardship environments on short notice.

Desired Skills & Qualifications:

- Field-based experience in operations position;
- Experience living or working in non-permissive or hardship environments;
- Experience conducting training in multi-cultural settings;
- Knowledge of internal control processes;
- Familiarity with Microsoft SharePoint as a knowledge management tool;
- Fluent in English and one or more of the following languages: Spanish, Arabic, and/or French.

Only finalists will be contacted. No phone calls, please.

Creative Associates International Inc. is an Equal Opportunity Employer: Disability/Veteran.

Please view Equal Employment Opportunity Posters provided by OFCCP [here](#).

The contractor will not discharge or in any other manner discriminate against employees or applicants because they have inquired about, discussed, or disclosed their own pay or the pay of another employee or applicant. However, employees who have access to the compensation information of other employees or applicants as a part of their essential job functions cannot disclose the pay of other employees or applicants to individuals who do not otherwise have access to compensation information, unless the disclosure is (a) in response to a formal complaint or charge, (b) in furtherance of an investigation, proceeding, hearing, or action, including an investigation conducted by the employer, or (c) consistent with the contractor's legal duty to furnish information.
