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**GENERATION CITIZEN  
OPERATIONS ASSOCIATE, NEW YORK  
LOCATION: NYC**

**ABOUT GENERATION CITIZEN:**

Generation Citizen is transforming how civics education is taught by bringing the subject to life. We champion real-world democracy education that equips all young people with the skills and knowledge needed to effect change. To ensure that our democracy represents the voices of all people, we prioritize working with students from communities that have been historically excluded from the political process. Our Action Civics program inspires robust civic participation by inviting students to engage directly during class time with the local issues and institutions impacting their communities. We provide thought leadership, conduct research, and build coalitions to advocate for state and district level policies that ensure schools prioritize Action Civics. Nationwide, Generation Citizen is activating a movement of young people prepared to lead in our democracy.

Generation Citizen is nearing our 10th year of operations, educating more than 60,000 students nationwide since our founding and on track to educate more than 25,000 this academic year.

**ABOUT THE ROLE:**

The primary role of the Operations Associate, New York will be to support the financial and operational systems that allow GC to run effective programs in New York. The Operations Associate will ensure that GC's financial records are accurate and current, that all invoices and reimbursements are processed in a timely manner, and that the organization consistently follows financial management best practices. The Operations Associate will play a key role in systematizing site processes and ensuring that New York staff have the infrastructure and support necessary to perform their roles.

The Operations Associate will maintain effective administrative management across the site by supporting all functions of New York's operations, including development, program, and policy and advocacy. Primary responsibilities include maintaining the site's financial and data systems, ensuring timely content upkeep in core organizational communication platforms, and supporting the New York Executive Director. The position will report directly to the New York Executive Director and work closely with the National Finance and Operations team.

**RESPONSIBILITIES:**

**Records & Systems Support**

- Support the site's Development and Program teams in maintaining accurate and complete Salesforce records
- Submit monthly expense reports for the New York site through Expensify
- Assist in the development of financial reports and required documentation for donors
- Track ongoing class projects, including news coverage and legislation supported by GC classes

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- Assist in the planning and implementation of Civics Day and various donor cultivation and fundraising events

#### **Development & Fundraising Support**

- Assist with identifying and researching individual and institutional donor prospects
- Support the Development Manager with grant-writing and donor-cultivation efforts

#### **Communications Support**

- Create and solicit content for weekly staff updates
- Create and solicit content for monthly site newsletter
- Maintain the site's Mailchimp listserv
- Support all facets of the site's external communications, including via social media and the GC blog

#### **General Office Support**

- Assist with all office tasks including inventorying, document preparation, and basic technical troubleshooting
- Maintain the Executive Director's professional calendar, and assist with calendaring meetings for other site staff as requested

#### **THE FOLLOWING IS LIKELY TRUE OF OUR OPERATION ASSOCIATE'S EXPERIENCE:**

- Experience working towards individual and shared goals while remaining people-focused and empathetic to the needs and experience of others
- Experience collaborating with diverse groups of people across organizational environments
- Experience problem-solving and managing multiple work streams simultaneously
- Experience working with social media platforms and systems such as Canva, Hootsuite, Salesforce and Mailchimp, and an interest in learning new technologies to support work

#### **MINIMUM REQUIREMENTS PREFERRED:**

- B.A. or B.S. degree, or equivalent experience
- Currently located in NYC Metro Area (or committed to relocating) and able to work at our office in the Financial District.
- Familiarity with the basics of nonprofit accounting and financial management is a plus, but not required
- Experience with Salesforce or other CRM systems a plus, but not required.

#### **PERSONAL CHARACTERISTICS & NECESSARY COMPETENCIES:**

- A deep commitment to and passion for Generation Citizen's mission
- Strong attention to detail, with both strong time management and organizational skills
- Process-oriented and capable of implementing and maintaining strong systems
- Ability to identify and solve problems in a fast-paced, dynamic environment
- Strong written and oral communication skills and ability to maintain professionalism with diverse stakeholders
- Commitment to diversity, equity, and inclusion especially as it relates to supporting equitable and inclusive organizational operations



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- Comfort using technology and platforms, including Google Drive and Microsoft Office

### OUR COMMITMENT TO DIVERSITY IN HIRING:

Generation Citizen is an equal opportunity employer and places a high value in creating a workforce that reflects the diversity of the communities we serve. Generation Citizen does not discriminate against any employee or applicant for employment because of race, color, ethnicity, religion, gender, sexual orientation, gender identity or expression, national origin, disability, age, marital status, military status, pregnancy, or parenthood. We believe diverse teams are effective teams, and that innovation is only possible when a set of diverse experiences and perspectives are at the table. We were founded by a college student almost 10 years ago, and we're a team of educators, advocates, and youth organizers. What does this mean? We have an inherent appreciation for the “non-traditionals”, untapped potential, and the diamonds in the rough. We have flexibility around formal education, and our minimum requirements are preferred but not mandatory. We are willing to train a passionate, learning-oriented person with a history of getting results, even if that history is different from the exact descriptors of what they'll be doing within the role.

### WHAT WE OFFER:

Generation Citizen offers a competitive salary commensurate with both soft and hard experience, with the potential for annual performance based raises. We offer a comprehensive benefits plan, covering the majority of the employee premium for all medical plan options. Other benefits include dental and vision plans, disability, life insurance, parental leave, flexible spending account options, generous vacation time plus a winter break between December 24 and January 2 of each year, commuter benefits, and a 401(k).

At Generation Citizen, we believe each of us has the capacity to make a difference within our communities. Our hope for a better democracy, and brighter future for all, fuels our commitment to seek systems-level responses and solutions to present challenges. We invite collective inquiry, experimentation, failure, and resilience to inspire inventive outcomes, learning, and growth. We strive for an inclusive work environment where employees are encouraged to bring their whole selves to work every day, and work to create a collaborative, fun team of colleagues driven by our [big mission](#) and equipped with our [core values](#).

### HOW TO APPLY:

While the hiring timeline is subject to change, the GC team hopes to have our new Operations Associate, New York begin by **September 9, 2019**.

Qualified candidates should send a resume and thoughtful cover letter that speaks to your experience in the responsibilities, experience, and characteristics sections to [Jobs@GenerationCitizen.org](mailto:Jobs@GenerationCitizen.org). Applications without a cover letter will not be considered. Please include “Operations Associate, NYC ” in your email subject line.

The hiring manager will reach out to qualified applicants on a rolling basis to schedule an initial phone screen. **We appreciate if you could refrain from reaching out to GC team members directly to inquire about the position or status of your application.**