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**GENERATION CITIZEN**  
**ASSOCIATE, PROGRAM OPERATIONS**  
**LOCATION: REMOTE (NY, MA, RI, OK, KY, TX, CA, PA)**

**ABOUT THE ROLE:**

The primary role of the Associate, Program Operations will be to support the financial, operational, and communication systems that allow Generation Citizen to run effective programs in the regions we serve. They will maintain effective administrative systems across the regional teams by performing the operational duties that support regional teams in delivering on development, programmatic, and policy goals. The Associate, Program Operations will play a key role in systematizing site processes and ensuring that the regional staff has the support necessary to perform their roles. The position will report directly to the Chief Partnerships & Sites Officer and work closely with the National Operations team and regional Executive Directors.

**RESPONSIBILITIES:**

**Records & Systems Support**

- Maintain accurate and complete records in systems such as Salesforce
- Provide regional leadership with administrative support, including but not limited to monthly expense reports
- Assist with office management such as mail maintenance, and procurement
- Partner with the finance and the development teams with documentation
- Attend a variety of meetings, maintain confidentiality and detailed notes
- Support calendaring and meeting set-up for regional Executive Directors, such as Doodle Polls to organize group meetings, room bookings, and support with calendaring meetings for regional site staff as requested

**Development & Communications Support**

- Assist with identifying and researching individual and institutional donor prospects
- Support the regional Executive Directors with donor stewardship including managing and executing the donor acknowledgment process
- Collaborate with the communications team to create and solicit content for monthly external newsletters, social media, and the GC blog
- Leverage the Mailchimp listserv to cultivate partnerships and increase external engagement

**Program Operations**

- Support regional teams in tracking and maintaining the integrity of programmatic data using dashboards and Salesforce



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- Assist in the planning and implementation of regional events including Civics Days, community and fundraising events
  - Research relevant legislation and policy related to classroom action projects and update the site's Online Resource Bank to share such research with teachers and students

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

- At least two (2) years of operations experience
- Strong written and verbal communication and problem-solving skills
- High attention to detail, organizational and time management skills
- Experience working with social media platforms and systems such as Canva, Hootsuite, Salesforce, and Mailchimp, and an interest in learning new technologies preferred

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

#### **HOW TO APPLY:**

Complete [the application](#) and be sure to attach a resume and cover letter. The hiring manager will reach out to qualified candidates to schedule a phone screen. Due to the expected volume of applications, **GC team members will not be available to reply directly to inquiries about the position or the status of your application.**

While the hiring timeline is subject to change, the GC team hopes to have the Associate, Program Operations role filled **on or before October 1**. We encourage applicants to submit their applications early.