



JOB DESCRIPTION

Job Title:	Associate, Global Operations
Department:	Global Operations, Africa & Central America Region (Mozambique Focus)
Reports To:	VP, Africa & Central America or their designee
FLSA Status:	Exempt
Grade:	1(\$45,000 - \$52,500 Annually)
Location:	Can be based in any country where iDE currently has operations (with right to work), including Mozambique
Prepared Date:	August 2021
Approved Date:	September 2021

SUMMARY

At iDE, we are powering entrepreneurs to end poverty. We have powered over 35.5 million entrepreneurs to end poverty and realize prosperity on their own terms. We are an unconventional, progressive nonprofit organization that believes in the power of entrepreneurship to solve the world's most pressing problems. We look for innovative ways to leverage our market-based approach to transform the lives of millions of people to create lasting and meaningful change.

The Global Operations Department is responsible for excellence in operational and financial performance of Country Offices and their Portfolio of projects, in partnership with Country Directors and their teams. The Global Operations Associate supports a portfolio of country program operations and project management under the direction of Global Operations Director. This person also engages with HQ departments, iDE Canada, and iDE UK as needed.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following:

Country Portfolio Backstopping

Global Operations Associate will be assigned to support specific country portfolios/programs. At the start of this role, the Global Operations Associate will primarily focus on Mozambique and up to two additional country offices. Portfolios may switch depending on organization and country office needs. Duties will include, but are not limited to:

- General communications:
 - Review emails, prioritize tasks, and coordinate solutions with Global Operations Director/VP
 - Engage with relevant country office point person(s) to update on priorities and ensure that all project and country office management tasks are progressing on schedule
 - Participate in calls with country level operations staff and/or Country Directors
- Program reporting and project management:
 - Provide project start up and project close down support
 - Support the drafting and review of subcontracts, sub agreements, and/or consultancy agreements
 - Track upcoming deliverable report deadlines and share with country programs to meet contractual deadlines and compliance. More direct reporting responsibilities might be required for select projects, as needed for a country portfolio
 - Work with country programs to facilitate reviews and edit reports and other deliverables
 - Review payment requests for external consultants
 - Research donor policies and regulations to address contract questions, ensure compliance, and manage risk
 - Review and analyze monthly project spend against planned budgets.
- Assist in maintaining iDE systems and serve as knowledge management resource, including:

- Salesforce data entry, monitoring, and reporting
- Filing and organizing project documents on Google Drive
- Verifying project records are accurate and complete
- Participate in external events, conferences, and client meetings as requested
- Translate documents (if applicable)
- International travel to countries for project start up or close down as needed

OTHER DUTIES AND RESPONSIBILITIES include the following:

- Fact gathering, writing, and review for iDE internal and Board reporting
- Prepare content and update Global Operations internal website
- Draft project management tools/templates and organizational process/guidance documents.
- Provide input to Global Operations content for HQ monthly staff meetings
- Other duties as assigned

SUPERVISORY RESPONSIBILITIES

None.

GENERAL REQUIREMENTS

- At least one year of experience in non-profit administration, grant management and/or project management preferred. Experience or understanding of requirements of US and/or non-US donor agencies (USAID, USDA, EC, IFAD, UN orgs, World Bank, etc.) preferred.
- Self-driven, entrepreneurial, and results-oriented, with experience working in fast-paced dynamic teams.
- Superior written and verbal communication skills; cross-cultural communication skills required.
- Superior attention to detail
- Strong team skills: able to work collaboratively with senior staff, consultants, donors, local governmental agencies, and other experts in a multicultural, multilingual environment.
- Computer proficiency in MS Office Suite and Google's G-Suite is required. Salesforce experience preferred.
- B.A/B.S preferred
- Fluency in English required; intermediate to advanced language proficiency - including ability to review/edit written documents and participate in professional meetings.
- Professional proficiency in written and spoken Portuguese required.
- Experience living or working in developing countries preferred

LANGUAGE/MATHEMATICAL AND REASONING SKILLS

- Ability to read, analyze, and interpret common scientific and technical journals, financial reports, and legal documents. Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the business community. Ability to effectively present information to top management, public groups, and/or boards of directors.
- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.
- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

CERTIFICATES, LICENSES, REGISTRATIONS

None

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to stand; sit; and use hands to finger, handle, or feel. The employee is occasionally required to walk. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus. The employee is also often required to travel to international locations.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.

OTHER

- Equipment used: all office equipment
- Access stairs, elevator
- International Travel
- Variable Work Hours/Shifts

Diversity Statement:

iDE takes pride in our talented and diverse workforce. Minorities, women, and individuals with disabilities are encouraged to apply. Hiring, promotion, and compensation of employees are conducted without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, or age.