



Programs Operations Coordinator (20 hours/week)

The Program Operations Coordinator is the organizational genius that helps ensure timeliness, effectiveness and clarity of all partnership agreements, reports, and grants. Because this role supports both regional efforts as well as global partnerships, it is critical that this person be quick to discern and understand complex relationships, understand process and next steps, and be able to communicate clearly and effectively across teams.

As A Child's Hope Foundation continues to open new regions and work with new partners, it is important that we maintain the highest level of professionalism, support and clarity with all we work with. We have learned that the kids receive better support when the right partners are engaged and enabled, when routine is maintained, and donors understand and value the impact that ACHF and all of our partners are having on the ground. This role is critical in accomplishing those tasks.

Role Responsibilities:

- Have an intimate understanding of the Program offerings (Thrive Certification Program, Child Advancement Programs, etc.) and be able to effectively, clearly, and persuasively communicate those programs to others.
- Maintain the Letters of Intent and Memorandums of Understanding that are developed with partners, including original development, all linked reports and resources, and ensuring timely renewal as needed.
- Be the reporting expert of the Programs Team, including impact reports, budget reports, and all other reports as outlined in the different Memorandums of Understanding.
- Be an expert with Salesforce and Monday
- Maintain a detailed calendar with renewal dates, reporting timelines, and communicate directly with partners ahead of schedule in order to stay on track.
- Communicate and train partners on our reporting processes so they can better and more confidently fulfill their roles.
- Participate as a key member of the Programs Team, using your understanding of bandwidth, constraints and resource availability to plan effectively for the best outcomes possible.
- Understand the Programs Budget and how it aligns with the Finance department. Maintain an up-to-date record of Program financial commitments and be able to forecast expenditures so effective plans can be made so we make sure to always follow through on promises.
- Help research and vet potential partner organizations that could help advance the mission of ACHF. This includes having an understanding of the orphan and vulnerable



children care space, including best practices, current research and trends, and how to best work together to achieve shared goals.

- Provide support to submit expenses as needed

Required Skills:

- Unflappable personality that deals well with challenges and creatively finds solutions when things don't go according to plan.
- Excellent written and verbal communication skills
- Engaging personality and able to build rapport quickly
- Excellent relationship building and management skills
- Proactive and self motivated
- Excellent computer skills, including spreadsheets and Google Docs
- Self-directed and able to work without supervision
- Familiarity with budget and finances
- Experience with program reporting
- Cultural awareness and sensitivity
- Foreign Language ability preferred but not required
- Have valid US visa and driving license valid in Mexico and the US

A note from the Executive Director:

If you want to apply for this job, the following should be true of you:

- You need to take initiative and be willing to make mistakes. We've failed lots in the past and try to make new mistakes every day because we believe that is how you learn the quickest. You need to trust us to be cool and you need to be vulnerable.
- You aren't assumptive, you look for clarity and don't mind looking ignorant because you care more about being valuable than looking smart. You will understand why you are doing what is asked of you because you know we expect you to use your brain and make judgment calls regularly.
- You are crazy-organized and productive. Maybe you've read Getting Things Done by David Allen and you've made it your own (that would probably make you a shoe-in candidate).
- You should know yourself pretty well - knowing your strengths and weaknesses (bonus points if you include your top 5 strengths from Gallup's Strengthsfinder assessment in your cover letter).
- You should be confident and friendly, not intimidated by others. You should be direct and to the point and not worry about hurting our feelings (but don't be mean).
- You need to be task oriented and love knocking things off your checklist. This is a big one.



- You should be able to read this list of tasks and competencies and figure out how to present yourself in a personal letter to us explaining why you would likely be a great fit (even though you may be missing one of the attributes we are looking for). You would be able to know what would count as evidence that you are smart and capable enough to roll with us. If you just send a resume and not a cover letter you won't hear back from us because you aren't a careful enough reader to get the job (though you read this far, so *you* obviously will include it).

About Us:

A Child's Hope Foundation (ACHF) is a 501(c)3 public charity that's mission is "Lifting Orphans from Surviving to Thriving." Please check us out at www.achf.org and look for us on FB and Instagram.

To apply, email your cover letter and resume to info@achf.org. The interview will be conducted in English.