

Communications and Operations Associate

WASHINGTON, DISTRICT OF COLUMBIA - HQ- CONTRACT

Merit America is looking for a talented, entrepreneurial, mission-driven **Communications and Operations Associate** to help us with our goal of helping thousands of underserved Americans advance their careers. This is a four months contract role with an option to extend.

Merit America is a new non-profit program focused on building a large-scale pathway from low-wage work into upwardly-mobile careers. We do this by:

- 1) Partnering with employers;
- 2) Operating learning programs aligned to employer needs, which combine online learning + in-person wraparound support;
- 3) Serving Americans without college degrees through our programs

Associate Role: We are looking for a talented, entrepreneurial intern to play a critical role in our early-stage operations as we scale our work. The intern will collaborate with Program staff to complete independent projects and/or provide support in the areas of learner operations, community-building, event management, research, and strategic analysis

Timing: The associate would ideally start in February 2019. Hours and focus of work are flexible depending on availability, skills and interest. However, A commitment of roughly 20-30 hours per week for a minimum of twelve weeks is desired with some evening and weekend availability. We can discuss other timing if necessary.

Role Responsibilities:

- Excellent written and verbal communication skills
- Attention to detail
- Strong and mature presence
- Ability to work in a deadline sensitive environment
- Ability to take initiative and work independently
- Excellent organization, communication and computer skills (MS Word, Excel, and Powerpoint).

Administrative and Operations:

- Conduct research, prepare reports and draft communications for funders, external partners, and learners.
- Facilitate and document team meetings and decisions and assure planning remains on schedule
- Input and update learner's progress in a CRM system
- Assist in preparing monthly budget reports

Project and Event Management:

- Support the program team in completing tasks in preparation of learner-centered events including kickoff and commencement
- Perform project and event specific outreach to nonprofits and other external partners
- Organize logistics for events that supports Merit America learners
- Assist with meeting and event planning and organization
- Direct and evaluate the event planning process

Communications:

- Create and help maintain Merit America's social media presence

Preferred Qualifications:

- At Merit America, we believe that if you can excel in the job, you should get the job - so we hire for skills, instead of specific experience or education requirements. That said, experience and education related to the skills outlined below is preferred.
- **Relationship-Building**: Outstanding ability to build & sustain relationships with others, including understanding others' goals and working to mutually solve others' challenges - particularly with corporate partners and senior-level stakeholders
- **Operational Excellence**: Ability to manage your own schedule and balance multiple demands, with demonstrated success working in fast-paced environments and solving problems creatively, and delivering measurable results in terms of partnership development and retention
- **Social-Impact Mindset**: Desire to work directly with underserved populations and meaningfully improve their lives, and experience driving a "double bottom line" in terms of producing business and mission impact
- **Professionalism & Communication**: Highest standard of professional conduct and communication; strong interpersonal and communication skills

- **Entrepreneurial Drive:** Resourcefulness, agility, and comfort working in ambiguous, quickly changing environments, including eagerness to wear multiple hats as needed and to help shape our start-up's future
- **Lifelong Learning:** Commitment to lifelong learning and ongoing personal and professional development

Diversity is integral to our success and we are proud to be an equal opportunity employer. We believe in workplaces that are fully inclusive, and include underrepresented individuals in terms of race, gender and/or socio-economic status, and any other characteristics protected by applicable law. We strongly encourage individuals from underrepresented groups to apply.

Apply [here](#).