The Hunger Project (THP) is a global non-profit organization whose mission is to end hunger and poverty by pioneering sustainable, grassroots, women-centered strategies and advocating for their widespread adoption in countries throughout the world. We operate in 22 countries with 330 staff and have mobilized hundreds of thousands of volunteer leaders worldwide. Our programs throughout Africa, South Asia and Latin America are based on an innovative, holistic approach, which empowers women and men living in rural villages to become the agents of their own development and make sustainable progress in overcoming hunger and poverty.

Current Hunger Project office locations include:

- **USA**: Global Office in New York City, Washington DC, and multiple home offices.
- **13 Program Countries**: Bangladesh, Benin, Burkina Faso, Ethiopia, Ghana, India, Malawi, Mexico, Mozambique, Peru, Senegal, Uganda, Zambia.
- **9 Partner Countries**: Australia, Canada, Germany, Japan, Netherlands, New Zealand, Sweden, Switzerland, United Kingdom.

**Position Summary**

FeelGood is The Hunger Project’s signature youth engagement program bringing together a community of inspired and informed college students working on their campuses to do their part in ending global hunger by 2030 through a social enterprise model. These enterprises engage thousands of other students in a new dialogue about the root causes of global hunger and how their generation can be part of a solution.

The FeelGood Operations Associate is responsible for supporting the FeelGood Program’s day-to-day operations, including liaising with chapters, volunteers; managing communications; and tracking financials. This is a full-time position based out of the global office in New York City and is exempt for overtime. The position is part of the U.S. Fundraising team and works closely with the Youth Engagement Manager and reports to the Associate Director of Engagement.

THP is currently partially working remotely during the COVID pandemic. The Hunger Project requires mandatory vaccination (subject to its availability, local regulations, and legally protected exemption) to safeguard the health of our employees and community partners.

**Essential Functions**

**FeelGood Program Administration and Chapter Support**: provide day-to-day program administration, coordinate chapter operational requirements, and provide logistical support to annual campaigns, initiatives and special events.

- Assist the Associate Director of Engagement and Youth Engagement Manager in providing FeelGood support and tracking of completion of chapter requirements.
● Ensure the delivery of an engaging program through tracking and monitoring of systems, community culture and volunteer experience.
● Manage onboarding and offboarding of chapters, vet inquiries, lead the launchpad process for new chapters and support recruitment initiatives.
● Active support to seasonal projects and program initiatives, e.g. movement-wide fundraising campaigns or off-site events.
● Changemaker Ignitor Program: support the recruitment, training, and coordination of a team of alumni volunteers in the role of advising individual chapters and chapter leaders throughout the academic year.

Financial Tracking and Reporting
● Manage communications around financial accounts and fundraising tracking for all chapters.
● Execute student reimbursements and any Cheese World prize and inventory requests.
● Serve as the primary contact for chapter treasurers, including holding a minimum of one meeting at the start of the treasurer term.
● Facilitate collection and tracking of chapter financials and create summary reports as needed.
● Review all fundraising reports for each chapter.
● Support the development of the program budget.
● Solicit and confirm each chapter’s donation submission at the end of each semester.

Platform Management
● Salesforce
  ○ Update and maintain student, alumni, and donor contact records and all organization records.
  ○ Provide data reporting for initiatives as required.
● Cheese World
  ○ Create and update actions as needed, ensure clarity and ease in user experience.
  ○ Create and manage user and team accounts.
  ○ Process prize requests, including orders, shipments, and inventory management.
  ○ Liaise with the Crew platform development team to resolve bugs, provide feedback, and implement updates.
● Google Suite and Slack
  ○ Manage user accounts, onboard and offboard users.
  ○ Train Staff, Advisory Council, and volunteers on platforms as needed.
  ○ Troubleshoot issues with these platforms.

Communications & Administrative Duties
● Leverage communications platforms to facilitate program communications (MailChimp, Canva).
● Meet monthly with the volunteer communications team and support on projects.
● Handle communications requests and delegation of tasks to volunteers.
● Create and curate compelling content and regularly monitor FeelGood’s digital platforms – the website and social media accounts.
● Process general email inquiries from the FeelGood website.
● Maintain institutional knowledge documents on key platforms for use in training and transitions.

Other
● Participate in a collegial office environment including helping with office-wide initiatives outside of your own job area.
● Represent THP at external events and meetings.

Qualifications

1. Education (Bachelor’s Degree):
   ● Minimum Required: Bachelor’s degree, preferably in a field related to non-profit management or fundraising.

2. Work Experience (Minimum needed)
   ● Minimum Required: 1 year in a similar role handling systems and operations within an organization.
   ● Preferred: 2 years’ experience, in a non-profit set-up, in a fast-paced environment with a small team, with domestic and international focus; 1 year of leadership or management experience and managing budgets and finance responsibilities.

3. Specialized Knowledge Needed for Job Performance
   ● Experience with Salesforce, MailChimp
   ● Knowledge and experience of the FeelGood program

4. Skills (e.g. Level of Judgment Required, Ability to Direct, Work Independently, Multi-Task, etc.):
   ● Sound judgment, able to troubleshoot problems, come up with creative solutions, while also identifying issues which need to be escalated;
   ● Project management skills, ability to prioritize;
   ● Superior organization skills and attention to details;
   ● Strong teamwork and collaboration skills; ability to work with colleagues and partners nationally and internationally;
   ● Self-driven and results-oriented, with a positive outlook;
   ● Ability to adapt and work in a very flexible, fluid, and evolving environment;
   ● High level of accuracy and attention to detail;
   ● Resourceful self-starter with ability to independently multitask and prioritize;
   ● High level of comfort with new technologies, and able to quickly learn new tools.

5. Special Skills (Technical or Advanced)
   ● Proficiency in MS Office suite, with expertise skills in Excel;
- High level of knowledge with Google Suite and tools.

6. **Other (Communication Skills, Aptitudes, or Other Specific Skills or Abilities Required):**
   - High level of confidentiality;
   - Ability to work in a varying schedule including nights, early mornings, weekends and holidays;
   - Ability to travel domestically and, occasionally, internationally, and work on multiple time zones, as necessary.
   - Commitment to THP’s values, including an understanding of and compatibility with our principles and philosophy. The successful candidate will be working with a team who loves what they are doing and feels it is a privilege to be working in service of this mission.

**Benefit Highlights**

The Hunger Project is pleased to offer a competitive compensation and benefits package, which includes; a cafeteria plan that allows employees to choose from a variety of pre-tax benefits that includes health, dental, vision and much more, retirement savings plan with employer match and contributions, personal time off that increase with tenure, bank holidays, sick leave, flexible work arrangements, an Employee Assistance Program, life and disability insurance, paid family leave, and much more.

**How to Apply**

Please forward your letter of interest, resume, salary expectations, writing sample and references for immediate consideration to hello@feelgoodworld.org. Please include “FeelGood Operations Associate” in the subject line of your email.