Learning & Innovation Coordinator

Job Title: Learning & Innovation Coordinator  
Reports to: Director of Learning & Innovation  
Job Status: Full Time (40 hours/week)  
Salary Range: $55,000 - $65,000  
Application Deadline: February 9, 2024  
Starting: March 2024  
Location: Washington, DC area

About Generation Hope:

Generation Hope is a nonprofit organization with a mission to ensure all student parents have the opportunities to succeed and experience economic mobility by engaging education and policy partners to drive systemic change and providing direct support to teen parents in college as well as their children through holistic, two-generation programming. To date we have provided over $1 million in tuition assistance, supported over 400 teen parents in college, celebrated more than 170 degrees earned through our program, and built relationships with 30+ two and four-year institutions across the country. For more information, please visit www.generationhope.org.

By joining our team, you will be working for an organization named "one of the best nonprofits" by the Catalogue for Philanthropy. Not only do we live out and operationalize our values, we have done the work to create a culture that truly supports every member of our staff. The best part of our organization is the people, from the families we serve to the team we have deliberately cultivated. We strive for excellence while understanding the most valuable asset that we have is our people. We celebrate diversity in all of its forms, including thought, professional and lived experiences, race, gender - even taste in music. If this sounds like a mission and work environment you would like to contribute to and grow with, please consider joining our team.

Job Description:

The Learning & Innovation Coordinator works with the Director of Learning & Innovation in the coordination and execution of Generation Hope's FamilyU technical assistance program, which provides consulting to higher education institutions and organizations to build their capacity to better serve parenting college students including a cohort program for select institutions that helps to create more family-friendly campuses across the country. This position is responsible for supporting the Learning & Innovation Department including all FamilyU efforts such as convenings, workshops, presentations, logistics, etc. The ideal candidate will have the demonstrated ability to work independently, prioritize tasks, and be flexible and highly organized. In addition, exceptional written and oral communication skills, high attention to
detail, project planning, and time management are required.

RESPONSIBILITIES

General Support

- Provide administrative support to the Learning & Innovation Department by maintaining contact lists and the department calendar and responding to and fielding inquiries, as appropriate
- Assist in preparing drafted meeting materials, agendas, and slide decks for convenings, trainings, and workshops
- Update the customer relationship management (CRM) database with contacts after meetings and initial correspondence to ensure they are receiving organizational updates
- Take notes for internal and external meetings, when appropriate
- Support the FamilyU Cohort and Student Parent Fellow selection process, including communicating with applicants, compiling applications for review, and managing the intake processes.
- Support the Learning & Innovation team in maintaining organized databases, such as Excel spreadsheets, MailChimp, and Little Green Light.
- Purchase and keep an inventory of any needed equipment and supplies for the department and for trainings and convenings.
- Manage and maintain technical assistance client documents (i.e., contracts, assessments, intake forms) and requests.
- Provide support for generating contracts, invoicing clients, setting up payment reminders, etc.
- Support the creation of surveys and evaluations and assist with data collection and reporting.
- Maintain project timelines and communicate deadlines and needs with relevant team members to ensure project completion.
- Support organization-wide initiatives and events, including the FamilyU Seal and Generation Hope’s annual HOPE Conference.

Event Management

- Lead the logistical coordination and execution of in-person and virtual events, such as convenings, trainings, and campus/site visits, including working with vendors including caterers, A/V, transportation, hotels, etc. This includes on-site event management in various cities across the country.
- Serve as the main point of contact for our travel agency, coordinating travel arrangements for staff and participants where appropriate.
- Create and maintain templates for all events, such as the run-of-show, talking points, agendas, etc., and ensure they are saved and organized in our digital file system.
- Provide general administrative support for events, such as event set up, making copies of materials, compiling folders, mailing event materials, etc.
- Support the department in delivering virtual programming including, but not limited to, finding the best platforms to execute trainings and serving as technical support.

Other
● Maintain professional and technical knowledge by attending educational workshops, reviewing professional publications, establishing personal networks, and participating in professional societies.
● Other duties as assigned.

REQUIRED SKILLS AND KNOWLEDGE

● Personal qualities of integrity, credibility, and a commitment to Generation Hope’s mission
● At least 2 years experience in administrative support
● Bachelor’s degree in a related field or equivalent combination of education and administrative experience preferred
● Experience with conducting complex virtual meetings, including video platforms such as Zoom, Google Meet, etc.
● National travel at least on a quarterly basis
● Knowledge and experience in higher education is preferred
● Meticulous approach to administrative tasks
● Exceptional interpersonal, written, and verbal communication skills
● Proficiency with office technology (MS Office, Google Suite, Canva, and Monday.com)
● Creativity and strong problem-solving skills
● Ability to handle multiple assignments simultaneously and meet deadlines
● Comfort representing the organization with leaders across sectors
● Exceptional leadership and organizational abilities
● Exceptionally detail-oriented, organized and deadline-driven
● Desire to work in a highly entrepreneurial and mission-driven organization
● Personal and professional commitment to understanding and dismantling systemic and institutional racism

CANDIDATES MUST RESIDE IN WASHINGTON, D.C., VIRGINIA, OR MARYLAND BEFORE THE EMPLOYMENT START DATE. Generation Hope has a hybrid remote and in-office work model.

Generation Hope provides full benefits, including 403(b), health, dental, and paid time off. More information on benefits can be found at generationhope.org/careers. As a safeguard to the health of our employees, participants, and community, all new hires must be fully vaccinated against COVID-19 by the employment start date. Our full vaccination policy is available here.

To apply, please complete the online application. If this link does not work, you can access the application at this URL: https://Generation_Hope.formstack.com/forms/apply_now.

Please do not call.

Generation Hope is an equal opportunity employer. Generation Hope will not discriminate on any basis prohibited by law, including marital status, personal appearance, sexual orientation, gender identity or expression, family responsibility, matriculation, political affiliation, race, color, religion, sex (including pregnancy, childbirth, related medical conditions, breastfeeding, or reproductive health decisions), age, national origin, genetic information, veteran status, and disability.