

IDEO Operations and Coordination Associate

In a nutshell:

[OpenIDEO](#) is in search of an Operations and Coordination Associate who will play a critical role in an upcoming program focused on leveraging human centered design to support early stage innovators in the public health space in the East African region. The initiative is centered around empowering caregivers to seek and better understand immunization services, and is fully funded by the Bill and Melinda Gates Foundation.

About OpenIDEO:

Today's complex challenges require the creativity of entire networks: better ways to connect, share ideas, and coordinate action around the globe. OpenIDEO—IDEO's open innovation practice—builds better ways to solve societal problems, enabling people everywhere to come together and harness the power of human-centered design to drive impact where it's needed most. In partnership with leading organizations, OpenIDEO helps diverse stakeholders connect online and in cities worldwide, joining active, supportive communities that build on the insights of many. Since 2010, the OpenIDEO community has grown to engage hundreds of thousands of people in nearly 200 countries, tackling over 60 topics ranging from food waste to girl's education to Ebola, and generating nearly 18,000 ideas for good.

Why is this role important for OpenIDEO's work?

OpenIDEO seeks to maximize impact by bringing communities of innovators together around a topic in the spirit of solving a Challenge too big to solve alone. The Operations and Coordination Associate will work closely with our Program Manager to play a jack-of-all-trades Ninja-like role: covering the various operations and coordination needs for this project, which will involve design research in multiple countries within East Africa, coordinating international travel, juggling multiple team schedules, managing finance and grant processing, and keeping the team sane amidst a fast paced, dynamic project.

Once you are here you will:

- Work alongside our program team to support all operations and coordination across the project. This will include tasks such as: coordinating travel, juggling multiple team schedules,

supporting with the management and execution of design research across diverse contexts, and more.

- Build on your love of to-do list tackling and systems management. This is an executional - rather than strategy oriented - role.
- Become a systems infrastructure jedi - support the team in identifying how to best manage and organize project insights and information (storytelling assets, impact reports, program milestones, meeting minutes, design research synthesis, etc).
- Join a dynamic and fast paced team committed to influencing public health across the East African region.
- Learn from and leverage IDEO's design practices and brand expertise. Influence how the team and organization executes on this project.

Relevant experience:

- At least 3 years of experience in an administrative, coordination or operations role. If you don't have this experience, but still believe you are a fit, please tell us why!
- Ability to respond to feedback in real time, and quickly shift outputs to reflect this.
- Genuine enthusiasm and excitement to delve into a fast-paced, highly dynamic role.
- Confident in an execution oriented position - able to take instruction and run with it quickly.
- (Bonus): Experience working with non-profit organizations or innovators/entrepreneurs within the social sector.
- (Bonus): Experience working on topics influencing global health.
- (Bonus): Experience traveling while working, or focusing on international projects.

Technical Skills Desired:

- Google Calendar (and Google Suite) jedi.
- Strong digital communication skills.

- (Bonus): Have worked with finance and payments processing, previously. Understand systems complexity in this regard.

Application instructions:

[Please submit a resume, CV or link to a LinkedIn profile here.](#)

Application process is rolling - we are looking to hire as soon as possible, no later than September 20th.

Contract Details:

- **Hours:** Majority 20 hours/week between September 30, 2019 and February 1, 2020.
- **Rate:** competitive with rates for operations and coordination functions in Nairobi, Kenya, or San Francisco, CA (dependant on applicant location).
- **Location:** Local candidates preferred, open to remote candidates depending on strength of applicant. We are ideally looking for individuals who have some experience working within or traveling to the East African region, or on projects with an international lens.
- This project will involve coordination of travel within Kenya, Somalia, Uganda and Tanzania.

EQUAL OPPORTUNITY EMPLOYER

IDEO is an equal opportunity employer; applicants are considered for all roles without regard to race, color, religious creed, sex, national origin, citizenship status, age, physical or mental disability, sexual orientation, marital, parental, veteran or military status, unfavorable military discharge, or any other status protected by applicable federal, state or local law.