atma CONNECT

JOB ANNOUNCEMENT: OPERATIONS AND PROGRAM MANAGER

Position Overview

Atma Connect (Atma) seeks an experienced, self-directed, and collaborative person to join our dynamic international organization. Atma's mission is to use technology to empower low-income people around the world so they can report problems, share solutions, and improve their communities from the ground up. We have launched a mobile app in Indonesia called AtmaGo: Neighbors helping neighbors. We've reached over 200,000 people living in urban communities who are sharing critical information about their neighborhoods. The Operations and Program Manager will be responsible for assisting with the day-to-day operations of Atma, which has staff members in Indonesia and California. Duties will include creating infrastructure to support program activities, financial management, fundraising and human resources. The position will also contribute to management of existing programs when needed. We are looking for someone who is comfortable working in a fast-paced, dynamic, and distributed environment.

JOB DUTIES

Operations Administration
- Manage office systems that are appropriate to meet needs of a growing team, and everyone has what they need to do their jobs.
  - Support project management system, manage all organizational calendars
  - Support communications systems: phone, email, virtual meetings
  - Maintain organized electronic (Dropbox, Google docs) and physical files
- Purchase supplies, print materials.
- Manage mail, email and phone inquiries; route to appropriate staff for follow-up.
- Maintain and manage technology (IT) needs: computers, printers, database, website, Google Apps, Dropbox.
- Manage insurance policies and all other nonprofit business compliancy needs.
- Manage hiring process for new staff or contractors as needed.
- Assist CEO as required in operations

Financial Administration
- Oversee overall financial management, planning, systems and controls, and bookkeepers.
- Support effective invoicing and expense accounting, including management of staff reimbursements/credit cards and receipt collection.
- Manage financial records and files.
- In coordination with Executive Director, manage the budget.
- Manage payroll.

Program Management
- Develop marketing materials.
- Research key product related questions including: gamification, internationalization,

providing related content.
- o Develop plans to conduct A/B testing of new features and marketing strategies.
- o Research business development strategies for revenue generation.
- o Conduct competitor, financial, and business plan research.
- o Manage launching Atma services in new locations.
- o Develop and implement promotion plans for Atma in new locations
- o Develop user onboarding and promotion materials.
- o Manage user onboarding and user acquisition by coordinating with field staff.
- o Interview staff to document accomplishments monthly, develop monthly internal progress reports.
- o Developing first drafts of fundraising proposals.
- o Researching new funding organizations.
- o Develop quarterly progress reports to funding organizations.
- o Develop and organize photos and reports from the field.

Communications
- o Create marketing materials, including developing content and design collateral.
- o Manage website content and updating.
- o With direction from the Executive Director, maintain social media presence.

Program Travel
- o Travel to Indonesia or other destinations is expected 3-4 x per year.

Qualifications
- **Initiative, attention to detail and 100% follow-through**: You need the ability to manage time well, establish realistic deadlines and meet them consistently. Your work should be thorough, accurate and precise. Based on direction from senior staff, you should be able to independently research solutions and recommend procedures and systems to solve administrative challenges.
- **Basic operations experience**: Two years' experience in an admin or operations role is required. You must have demonstrated competency in Microsoft Office and Google Apps, and the interest and ability to learn how to administer our website, which is built on a Wordpress framework. Familiarity with basic bookkeeping and/or budgeting is needed. What is most important is an organized mind and willingness to learn.
- **Fluency, curiosity and an intrepid approach to technology**: Because we have a remote offices and so much of our work relies on online tools and applications, the ideal candidate will feel comfortable with trouble-shooting and administering a cloud-based office system (primarily Google Drive and Dropbox) using and designing online systems; they will approach tech troubleshooting without fear or frustration and with a curious can-do spirit.
- **Familiarity with nonprofits and, specifically, with technology and international organizations** is a bonus. An interest in smart city applications, sustainable development and community

empowerment is helpful, but not required—as long as you are intellectually curious enough to learn about our niche over time.
- **Willingness to pitch in** outside of the job description when help is needed.
- **BA or MA degree is preferred.**

Commitment: We are open to negotiating between 60-100% full time equivalent and will tailor expectations based on the committed hours.

Compensation: Compensation depends on experience and will be competitive and commensurate with other positions in the field. We are committed to the personal and professional growth of all staff.

How to Apply:
- The position is open until filled. We are looking to hire someone as soon as possible, so we encourage you to apply early.
- Email a cover letter, indicating why you are interested in this specific position and what skills, qualities and relationships you will bring to the organization, a resume, and salary requirements to jobs@atmaconnect.org. Include the subject line "Application for Operations and Program Manager position."
- **No phone or email inquiries.**

About Atma Connect

Founded in 2014, Atma Connect is an award-winning 501(c)(3) non-profit dedicated to peer-to-peer communication for marginalized and vulnerable people worldwide. Our mission is to empower people at the base of the global pyramid so they can share information, spread innovation, and build better lives. Atma Connect's global innovation, **AtmaGo**, is a free web and Android application that has reached over 200,000 users in urban communities of Indonesia who are sharing real-time, place-based information on disasters and chronic needs.

About Being on Staff:
- We are a startup, entrepreneurial organization that is constantly refining our work. All staffers are expected to help build organizational capacity, including strategizing around program development, developing documentation, supporting communications and fundraising, and taking professional development opportunities.
- A certain amount of travel for all staffers will be expected and supported.
- Ability and willingness to learn the technological tools for remote working is also expected.
- We strive for a highly participatory, mutually supportive workplace that creates excellent work and allows us to have fun doing it. We are committed to the personal and professional growth of all staff.
- Atma Connect is an equal opportunity employer and committed to a diverse and inclusive workforce.

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We strongly encourage and seek applications from women, people of color, including bilingual and bicultural individuals, as well as members of the lesbian, gay, bisexual, and transgender communities. We do not discriminate in hiring or employment on the basis of race, color, religion, national origin, gender, marital status, sexual orientation, age, disability, or veteran status.