POSITION ANNOUNCEMENT

Position Title: Program Coordinator, Fellow Experience

Location: Resolution Headquarters at 370 Lexington Avenue, Suite 302, New York, NY 10017

Classification: Non-exempt, full-time

Salary Range: $26.37 -$30.22/hr (equivalent of $48,000 - $55,00/annum)

Reporting To: Program Manager, Fellow Experience

Start Date: Immediate

Work Environment: Hybrid: minimum 1 day/week in NYC office + 2 additional days/month, of your choosing, in the office

About Resolution Project

At Resolution Project, we see the spark of passion in young people and work with them to build it into a lifetime of impact. People do not need decades of experience before they can start making a difference in the world. Especially while young, they have the energy, idealism, and ambition to address complex challenges—today. But they need a community that invests and believes in their leadership. Resolution provides this support to young innovators around the world so they can break barriers and ignite meaningful change.

The Resolution Fellowship is the core of our work. To become a Resolution Fellow, young people first compete in our Social Venture Challenge (SVC), pitching ideas for social enterprises in their communities. Those who are selected become Fellows, receiving seed funding and lifelong support. Resolution is there, even if they evolve or pivot from their original ideas, with global resources, mentorship, expertise, and community, along with a growing network of local partners. These components come together to form a proven model that identifies promising young leaders, launches their first ventures, and sticks with them as they grow.

Since our beginning in 2008, Resolution Project has launched and supported the growth of over 700 Fellows, working across six continents and in over 80 countries. Altogether, our Fellows have impacted the lives of more than 4.6 million people around the globe. Through Resolution Project, young leaders receive unmatched guidance and wisdom from a team of partners, volunteers, and innovative peers around the globe. We remain committed—today and always— to all of our Fellows and to expanding our outreach to lower-resourced communities.

About Resolution Project and Enactus

Resolution Project has embarked on a strategic partnership with Enactus - another nonprofit organization working with undergraduate students with an interest in social entrepreneurship. Our programs are complementary and we aim to amplify our impact by working together. Enactus (formerly known as SIFE - Students in Free Enterprise) launched in 1975 to create opportunities for undergraduates in the United States to explore entrepreneurship. Enactus' campus model supports student and faculty-led chapters at universities in identifying and launching impact projects that teach them valuable skills and prepare them for leadership roles. Expanding to over 30 countries through a network of independent affiliates, the Enactus Network supports over 40,000 students around the world. These students come together to present their projects at their national competitions, with the winning teams competing at the Enactus World Cup - an annual event drawing 2,000 business leaders, faculty, student competitors, and partners, hosted by a different Enactus affiliate each year.

Both Resolution Project and Enactus young leaders receive unmatched experience, guidance and wisdom from a team of partners, volunteers, and innovative peers around the globe.

Position Summary

The Program Coordinator, Fellow Experience will join a high-performing team to help ensure Resolution's achievement of key objectives, specifically contributing to Resolution's mission by supporting Resolution Fellows throughout the Fellowship lifecycle. This role reports to the

Program Manager, Fellow Experience to enhance the Fellowship experience through administrative support for community-building initiatives and relationship management. The Program Coordinator will support the Program Manager in coordinating communications and administrative processes for Resolution's Fellow Emergency Fund, a mechanism through which Fellows may receive monetary support during exceptionally challenging personal circumstances. This Program Coordinator will also be responsible for supporting Resolution's Fellow Council, a group of dedicated Fellows who act as sounding boards for the organization regarding all things related to the Fellowship. The Program Coordinator, Fellow Experience will be part of a collaborative team in a role where they will be working closely with our inspiring Resolution Fellows, volunteers, and small, high-performing staff.

The candidate must have a flexible schedule, be prepared to join meetings and conference calls earlier and later than regular business hours – including some weekends – with appropriate compensation and/or schedule adjustments, and be willing to occasionally travel both domestically and internationally.

Key Responsibilities

Work collaboratively with professional staff, Fellows, and volunteers to support programmatic goals and organizational growth as follows:

Fellow Relations

- Serve as a primary point of contact and support for Resolution Fellows.
- Work with the Program Manager, Fellow Experience to support Fellows through the review of monthly and semi-annual reports, problem-solving, and frequent follow-up.
- Provide administrative support to Fellows transitioning through various stages of the Fellowship.
- Support Fellows in compiling financial records and serve as a liaison between grant approval committee and Fellows.
- Provide administrative support and thought partnership for the Fellow Emergency Fund.
- Coordinate and facilitate Fellow Orientations and mentor introduction calls.

Community Engagement

- Coordinate logistics for monthly Fellow Council meetings including setting up meetings, sending reminders, and taking meeting minutes as needed.
- Support Fellow Council Members to organize and launch community-building initiatives.
- Engage with the Fellow community, including organizing in-person and virtual events focused on community engagement, sending reminders and notes, and supporting logistics as needed.

Program Team Support

- Coordination related to scheduling calls, setting up meetings, and, as needed, drafting agendas and taking meeting notes.
- Assist the Finance team with the distribution and management of Fellow grants.
- Work with the Program team to ensure effective data management, primarily using Salesforce.
- Support Enactus integration efforts related to the Fellow Experience.
- Draft content for the monthly Resolution Community newsletter.
- Other responsibilities as necessary.

Qualifications

- At least one year of relevant work or strong internship experience.
- Extremely organized with meticulous attention to detail and follow through.
- Ability to both work well independently and seek support and points of escalation when needed.
- High level of professional communication with good interpersonal skills to work closely with staff, volunteers, and international Fellows.
- Commitment to the principles of Inclusion, Diversity, Equity, Access, and Learning (outlined here in our DEI statement: https://resolutionproject.org/dei-statement/).
- Proficient in Google Workspace with a high level of general computer competency.

Preferred

- Experience managing relationships and problem-solving in a professional setting.
- Enthusiasm for community building initiatives.
- Familiarity/experience with Salesforce or other CRM (training available).
- Passionate about young people making an impact, and commitment to social change and social entrepreneurship.
- International education or work experience
- Proficiency in French a plus

Benefits

Resolution does our best to provide a competitive benefits package to our team. Full-time Resolution staff members have access to a range of health plans and for dental, vision, life, and disability insurance, covered at 100% for the employee. Full time staff also have access to generous paid time off and robust professional development opportunities. In addition, employees may opt into FSA, HSA, transit check, and other voluntary insurance policies.

To Apply

Submit your resume and cover letter via email to recruiting@resolutionproject.org with the subject: Program Coordinator, Fellow Experience position.

Eligibility: Must be eligible to work in the United States and live within commuting distance of NYC or be willing to relocate within commuting distance within 90 days of hire.

Note that Resolution is currently hiring for two individual Program Coordinators with different focuses. Please only apply to ONE open Program Coordinator role (we suggest choosing the one that best suits your interests and experience). If you apply to one role and Resolution believes you would be a better fit for a different Program Coordinator role, we will speak to you about that during the process. No phone calls, please.

Resolution is an equal opportunity employer. The organization does not engage in and prohibits discrimination in employment opportunities or practices on the basis of race or ethnicity, color, national origin, ancestry, gender

identity, sex or gender (including pregnancy), LGBTQ+ status or sexual orientation, age, religion, creed, physical or mental disability, weight, marital or partnership status, veteran status, military service status, or any other characteristic protected by state, local or federal law.