

**JOB DESCRIPTION**  
**INTERNATIONAL PROGRAMS ASSISTANT**

**I. Objectives**

The International Programs Assistant works closely with the Vice-President of Programs and Evaluation and other International Programs staff to implement Children's HeartLink International Programs objectives.

**II. Supervision**

This position reports to the VP of Programs and Evaluation.

**III. Responsibilities**

**A. Travel and Logistics Management**

- Manage and arrange travel logistics for Children's HeartLink staff, volunteers and partner-site staff for training visits and other trips, as well as for events auction trips, including:
  - a. Airfare, accommodations, visas, emergency evacuation insurance, local transportation, and any other travel-related needs
  - b. Manage and track all travel documentation, including travel approvals
  - c. Help generate estimates, budget future travel, and track travel costs
  - d. Manage all communication related to volunteer travel logistics before and after training visits
  - e. Manage follow-up communication related to expenses, reports and other
- Assist Country Directors with pre-and post-training visits, conference calls, documentation, and follow-up with volunteers and partner site staff
- Continuously improve travel logistics processes
- Other duties as assigned

**B. Medical Volunteer Support**

- Track and document all medical and program volunteer information in database, including annual report lists and gala invitation lists, volunteer bios, etc.
- Encourage and maintain positive relations between Children's HeartLink and volunteers
- Identify opportunities to improve the volunteer experience with Children's HeartLink
- Assist in process of volunteer recognition
- Other duties as assigned

**C. International Programs Assistant**

- Update and manage programs shared documents and calendars, as needed
- Respond to and catalog unsolicited requests from potential volunteers and patients
- Manage translation and interpreting services and country registrations, as needed
- Support other International Programs staff in their work on strategic plan initiatives development and implementation, as assigned
- Assist with preparation of presentations and reports as requested.
- Other duties as assigned

D. Financial

- Enter International Programs expenses and communicate with Finance Specialist as needed
- Assist other International Programs staff with expense tracking and credit card statements; process expense reports, invoices, check requests, wire transfers, and other financial documents.
- Report in-kind donations in collaboration with the Finance Specialist
- Assist International Programs staff in budget planning and development
- Other duties as assigned

**IV. General office responsibilities**

- A. Attend and participate in staff meetings, retreats, and special sessions
- B. Attend Children's HeartLink events as assigned by supervisor
- C. Participate in annual performance review
- D. Read relevant materials to remain up-to-date

**V. Required Experience and Skills**

- A. Associate of Arts degree or equivalent experience
- B. Minimum three years of professional experience, including in a supporting role
- C. Experience in cross-cultural communication and ability to work in a variety of cultural settings with a diverse group of stakeholders
- D. Some nonprofit, international travel, international development, global health, or health care-related work experience
- E. Detail-oriented with strong problem-solving skills
- F. Excellent organization skills and ability to deliver on-time
- G. Strong written and verbal communication skills
- H. Ability to work with others as a team and in support of a positive work culture
- I. Ability to work independently when tasked
- J. Ability and willingness to become familiar with software tools
- K. Experience in Microsoft Excel, Word, Access, Outlook and E-Tapestry, with ability to learn the basics of database programs
- L. Ability to sometimes respond to calls or e-mails outside of office hours.
- M. Ability to deal with ambiguity and changing priorities.

Additional Information: Salary is competitive and negotiable, based upon qualifications and experience. This position offers a competitive benefits package including health, dental, disability, and 403(b).

How to Apply: Qualified candidates should submit their cover letter indicating salary requirements, resume, and contact information for three references to: [kate@childrensheartlink.org](mailto:kate@childrensheartlink.org)