

## Job Description – Operations Associate, iBhutan

**Innovate Bhutan** (iBhutan) is a **Bhutan YDF** initiative to support new and aspiring innovators and Entrepreneurs in every aspect of their entrepreneurial journey. This includes helping them upskill on various aspects of entrepreneurship, provide mentoring support, help find funding for their businesses and provide a space to incubate and launch their businesses from.

### ROLE OVERVIEW

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The person in this role will directly report to Director, iBhutan and will be responsible for day-to-day operations of the organization. The selected candidate will get experience in running operations for a lean organization in an entrepreneurial way. This role will prepare the individual to work in a competitive professional environment handling a variety of responsibilities.

### ROLES AND RESPONSIBILITIES

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#### **Stakeholder Communication and Engagement:**

- Keep the iBhutan community updated on social media regarding ongoing programs and upcoming opportunities. Keeping the community engaged and informed
- Maintain the alumni database and keep the alumni engaged and informed about opportunities at iBhutan
- Answer queries from prospective participants both online and over the phone
- Maintain the website and keep it updated

#### **Program coordination:**

- Plan and Coordinate iBhutan events and trainings end-to-end
- Negotiating with vendors and finalizing arrangements for catering, training hall and procurement of items. Ensuring all arrangements are made in advance for each program
- Communication with participants of the various iBhutan programs. Keeping them informed of all announcements and answering queries over phone and email
- Coordinating with the trainers, guest speakers and other guests during the program
- Maintaining documentation for the program including enrollment forms, feedback forms, expense sheets etc.

#### **Administrative Responsibilities:**

- Maintaining records and documentation for iBhutan
- Answering phone and email communication from official iBhutan account
- Setting up and organizing meetings

## REQUIREMENTS

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### **Qualification:**

- Graduate in any field. No experience required
- or**
- High school graduate with about 2 years of experience in relevant area

### **Skills:**

- Very strong verbal and written communication skills in both English and Dzongkha
- Excellent interpersonal skills and ability to negotiate
- Planning and organization skills with strong task management. Ability to manage time and meet deadlines without requiring follow-up
- Ability to multitask and handle multiple responsibilities at once with little supervision

### **Technical Skills:**

- Familiarity with MS Office Suite- MS Excel, MS Word and Power-point
- Familiarity with Google drive, Google sheets and Google docs
- Good understanding of Social Media platforms

### **Attitude:**

- A growth mindset- eagerness to learn new skills and develop
- Proactive in identifying problems and coming up with solutions
- Ability to quickly adapt to unexpected circumstances

## DETAILS OF THE ENGAGEMENT

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**Duration of Contract:** One year with possible extension

**Probation Period:** 3 months

**Office Location:** Innovate Bhutan, YDF, Nazhoen Pelri, Thimphu

iBhutan will provide the candidate with opportunities for professional learning according to international work standards. This includes both technological and behavioural skills in addition to internalization of the latest process excellence standards, opening up a world of opportunities for the individual.