



## **Job Description**

### **PROGRAM ASSISTANT**

#### **Overview**

The Program Assistant (PA) is an integral member of the VEF Program Team in Hanoi and is in charge of supporting all activities related to the Fellowship, Visiting Scholar, and U.S. Faculty Scholar Programs as well as activities related to the VEF Alumni, all of which are known as VEF Programs. S/he reports directly to the Program Manager (PM) in the VEF Hanoi office and receives overall supervision from the VEF Country Director (CD). On designated activities of the Fellowship, Visiting Scholar, U.S. Faculty Scholar, and Alumni programs, s/he works closely with the Senior Program Officer and/or with the Program Associate, based in the U.S. office. To inform the administration of the Hanoi office on activities, the PA keeps the PM and the CD copied on all emails and reviews matters with the CD in the absence of the PM. The PA is a member of the Hanoi Program Team consisting of two PAs and the PM. Each PA serves to back up the other PA. The Program Team receives assistance from the Administration and Program Assistant in the Hanoi office.

Please note that relevant activities, documents, processes, and procedures as described below are enacted by the Program Assistant, but are reviewed by the PM or the CD and/or approved in advance by appropriate senior management in the VEF U.S. Headquarters office.

#### **Specific duties and responsibilities**

1. Assists the PM in all activities related to the VEF Programs:
  - a. Helps the PM arrange, and assure the high quality of, all logistics, scheduling, agendas, and documentation for VEF Programs.
  - b. Works with the PM to create, maintain, and update documents, forms, and records for the VEF Programs. Works with the VEF IT Team and PM to create and maintain related online forms.
  - c. Helps to maintain and update the VEF Online Management System (OMS) in tandem with the IT Team.
  - d. Prepares draft summaries and evaluations of VEF Programs and submits same to the PM for his/her review.
  - e. Prepares draft budgets for VEF Programs, including overall budgets as well as individual activity budgets for the PM's review while securing financial data from

- the Deputy Director of Finance, Accounting, and Administration and/or Assistant Director of Finance and Administration.
- f. Works with the PM to create and maintain a virtual and hard copy of the Standard Operating Procedure (SOP) manual, summarizing all activities and associated steps, templates, and timeframes, as well as operational policies and procedures related to the activities of the VEF Programs.
  - g. Helps with the details of organizing the VEF Annual Conference in the United States.
  - h. Helps to manage all data (including information at the VEF website and in the OMS) related to the VEF Programs. Any relevant information related to VEF Programs that is updated at a VEF Board meeting must be updated at the website and at the OMS within one week of the Board meeting.
2. Has full responsibility for the following activities and projects as assigned by the PM and under the guidance and direction of the PM:
- a. Responds to oral and written inquiries from Fellows, Visiting Scholars, Faculty Scholars, Nominees, and applicants for the VEF Programs. On a daily basis, checks and responds to the assigned public email accounts and specific cohort email addresses.
  - b. On a daily basis, checks all new online applications submitted by Fellows/Scholars via the OMS and conducts initial review to assure completeness and accuracy. Contacts Fellows/Scholars to complete missing information before sending completed applications to the Senior Program Officer or Program Associate in the U.S. office, as appropriate, for final decision and action. Prepares draft authorization letters for Fellows/Visiting Scholars for approval by the Senior Program Officer or Program Associate, as appropriate.
  - c. Makes arrangements for the activities of the Fellowship and Visiting Scholar Programs including, but not limited to the following: (1) screening applications for Processes A and B; (2) scheduling interviews; (3) organizing the Oral Exam Orientations; (4) arranging logistics for the Interview Mission; (5) organizing the University Application Orientations; (6) assisting with details related to the U.S. university application process; (7) arranging monthly information sessions for the Nominees; (8) preparing the list of Fellows and Visiting Scholars to be approved by the VEF Board of Directors; (9) organizing the Pre-Departure Orientation; and (10) arranging details for the health checkups for new Fellows/Scholars.
  - d. Makes arrangements for the activities of the U.S. Faculty Scholar Program including, but not limited to the following: (1) screening applications; (2) scheduling interviews; (3) preparing the list of U.S. Faculty Scholars to be approved by the Board of Directors; and (4) making arrangements for the U.S. Faculty Scholar Orientation(s) in Vietnam.
  - e. Prepares documents and slides as assigned by the PM for his/her review for Board Meetings.
  - f. Assists the Administration and Program Assistant as needed to prepare the annual Directory and Achievements of Fellows, Scholars, and Alumni.
  - g. Updates and maintains the Alumni database at the OMS, contacting VEF Alumni as needed.

- h. Assures that Fellows complete all details each semester for the OMS, including submitting transcripts and enrollment verifications.
  - i. Works on specific projects related to Fellows and Scholars, as assigned.
3. Assures that his/her own written documents and materials are timely, well-edited, and of high quality.
  4. Communicates in a timely manner with appropriate personnel in the VEF office in the United States and with the VEF Hanoi staff.
  5. Contributes to the development of the VEF Programs by providing insights and enhancements and initiating concepts and change for improvement.
  6. Demonstrates commitment to the VEF mission and promotes the VEF image and reputation.
  7. Maintains a close working relationship with the U.S. and Hanoi staff.
  8. Demonstrates a positive, supportive, and professional attitude.
  9. Works on other projects and other duties as assigned by the Executive Director, the Country Director, and/or the PM.

### **Qualifications and requirements**

1. Vietnamese national with work experience in an international development organization, non-profit agency, Vietnamese university, international education organization, or private international company. Work experience in the education sector is preferred. A minimum of 3 years of work experience is preferred.
2. A minimum of a Bachelor's degree.
3. Demonstrable understanding and knowledge of the Vietnamese and U.S. systems of higher education. Knowledge of resources for science and technology is preferred.
4. Excellent computer skills with MS Office and ability to do Internet research.
5. Ability to manage logistics and details of several major projects at once.
6. Experience in working with diverse populations and ability to communicate well in cross-cultural situations.
7. Fluency in English (listening, speaking, reading, and writing).
8. Excellent organizational skills.
9. Strong interpersonal, oral, and written communications skills.
10. Ability to work during weekends and evening hours as well as on holidays when required.
11. Ability and availability to travel in-country and internationally as required by VEF.