



POSITION ANNOUNCEMENT

Position Title: Program Manager, Fellow Experience

Organization: Resolution Project, Inc.

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

Classification: Exempt, full-time

Reporting To: Director of Programs

Start Date: Immediate

Salary Range: \$71,000-77,000

Work Environment: Hybrid (one or two days a week in-office)

About Resolution Project

At Resolution Project, we see the spark of passion in young people. We 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 87 countries. Altogether, our Fellows have impacted the lives of more than 6.5 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 their 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

This position contributes to Resolution Project's mission by managing the Fellow Experience for the Resolution Fellowship. The Program Manager, Fellow Experience will take on key responsibilities in managing the Fellowship – supporting over 700 Fellows to navigate Resolution's resources and support as they launch their social ventures. The Program Manager is responsible for managing the scope and implementation of Resolution's Fellow Emergency Fund, which is a mechanism for Fellows to receive monetary support from Resolution during exceptionally challenging personal circumstances. The Program Manager also oversees Resolution's Fellow Council, a group of 16 dedicated Resolution Fellows who will act as sounding boards for the organization regarding all things related to the Fellowship.

The ideal candidate is extremely organized and ready to both proactively build new systems and processes as well as respond to Fellow needs on an ongoing basis.

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, and be willing to occasionally travel to support the Programs Team, both domestically and internationally.

Key responsibilities

Relationship Management

- Act as a liaison for Resolution Fellows and the organization
- Conduct initial introductions between Fellows and mentors as they move from the onboarding phase into the Fellowship
- Provide consistent support for Fellows as they develop their social enterprises and help them navigate Resolution's ecosystem
- Co-Manage the review and follow-up for monthly and semi-annual report support for Fellows alongside the Guide Program team
- Provide individualized support to Fellows and teams facing personal- or venture-related challenges, including leading team reset calls
- Co-design and implement stronger Fellow accountability mechanisms and related resources
- Manage and compile documentation for any Fellow or mentor related issues that arise, especially related to ethics and safeguarding
- Review and approve Fellow early installments, venture pivots, and subsequent social enterprises

Community Engagement

- Strategize the overall direction and involvement of the Fellow Council
- Oversee and help execute Fellow Council recruitment, interviewing, and selection process
- Develop and execute international community-building events (both virtual and in-person)
- Collaborate with the Program team to align programmatic goals and Fellow needs with new and existing initiatives
- Evaluate current systems, identify gaps, and advance programming as needed
- Oversee programming, support, and initiatives for Fellows who have stopped working on their original Resolution-funded social ventures

Financial Management

- Strategize the direction and execution of the Fellow Emergency Fund
- Co-approve standard Fellow Emergency Fund Requests
- Oversee FEF Exceptions Committee communications and execution

- Regularly analyze Fellow Emergency Fund data and review dashboards created by the Program Associate, Fellow Experience
- Review and co-approve Fellow early funding and second installment requests
- Monitor and approve budget for Resolution's Fellow Council activities and initiatives

Programs Team Support

- Supervise a Program Coordinator and Program Associate, Fellow Experience
- Generate data for board reports and foundation grants

Qualifications - Required

- 4-5 years of professional experience
- Extremely organized with meticulous attention to detail and follow through.
- Ability to work well independently and support other staff and volunteers, as needed
- High level of professionalism with good interpersonal skills to work closely with staff, volunteers, and external partners
- Demonstrated commitment to the principles of Inclusion, Diversity, Equity, Access, and Learning (outlined here in Resolution's DEI statement: <https://resolutionproject.org/deistatement/>)
- Prior management/supervisory experience

Qualifications - Preferred

- Prior stakeholder/relationship management experience
- Proficiency in Microsoft Office and Google Application Suites with a high level of general computer competency
- Familiarity/experience with Salesforce (training available) or other CRM
- Passionate about young people making an impact, and commitment to social change and social entrepreneurship
- Strong written and communications skills are a plus

Benefits

In addition to a competitive salary, Resolution and Enactus provide a comprehensive benefits package that includes:

- Standard 35 hour work week with the ability to work half-day Fridays year round
- Paid time off on 14 public holidays

- 140 hours of annual vacation time, increasing to 175 hours in your third year of employment
- 401K plan with up to a 2% salary match
- Medical, dental and vision plans, with employee's monthly premium covered at 100%
- FSA, HSA, TransitCheck, and other voluntary insurance policies available.

At Resolution and Enactus, we prioritize work-life balance with flexible working hours and remote work options. Our commitment to your career growth includes professional development and training opportunities to help your advancement

Eligibility

Candidates must be eligible to work in the United States. They must live within commuting distance of the New York City office or be willing to relocate within 90 days of the start of their employment.

To apply

Please submit your CV or resume along with a brief cover letter indicating your interest in and suitability for the role to recruiting@resolutionproject.org. Indicate "Program Manager, Fellow Experience" in the subject line. Applications will be considered on a rolling basis.

Resolution Project and Enactus are equal opportunity employers. The organizations prohibit 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, marital or partnership status, veteran status, military service status, or any other characteristic protected by state, local or federal law.