



Job Title: Knowledge Resources Assistant/Specialist (dependent on experience level)

Based in: Remotely-based (with preference and the ability to work standard hours in Greenwich Mean Time)

About the Tent Partnership for Refugees:

With more and more refugees displaced for longer periods of time, businesses have a critical role to play in helping refugees integrate economically in their new communities. Tent was launched in 2016 by Hamdi Ulukaya, the CEO and founder of Chobani – a multibillion dollar food company in the U.S. – to mobilize global businesses to fill this gap by helping connect refugees to work. Today, Tent is a network of over 300 major companies committed to hiring, training, and mentoring refugees. Find out more at www.tent.org.

About the role:

Tent is looking for an organized, strategic, and energetic Knowledge Resources Assistant/Specialist to oversee the implementation and maintenance of a database to collect and distill “best practices” by Tent’s 300+ member companies in hiring and integrating refugees into the workforce – an initiative that is critical to Tent’s work to reduce barriers and costs for companies to act at scale. The role will develop and refine protocols for collecting, validating, and storing best practices in the “Best Practices Database” as well as for making this information accessible and usable by the Tent team. The role will also provide operational support to, and identify opportunities for improvement for, Tent’s additional institutional knowledge systems, which are at a pivotal moment as Tent grows as an organization.

This role may ideally be suited for a recent university graduate or someone with 1-2 years of work experience, and is a great opportunity for someone who loves to organize, implement and refine systems and processes, and work across a global team.

Key responsibilities:

Best Practices Management (50%)

- Collect, review, analyze, and categorize inputs for “Best Practices Database”
- Review and analyze aggregated information in “Best Practices Database”
- Manage and maintain “Best Practices Database”
- Help to finalize set-up and train staff on Tent’s new “Best Practices Database”
- Work 1:1 with Tent country directors and staff to prepare and help with materials, agendas, and briefings for external and internal meetings
- Maintain lists and knowledge of companies, resources, and best practices included in the “Best Practices Database” for Tent country directors to pull from when needed
- Monitor Tent team Slack channels and coordinate with country teams, communications, and research to determine which resources are needed and where they are stored across the “Best Practices Database,” Salesforce, and other Tent systems
- Coordinate with country teams to draft, refine, and send out company surveys to capture new insights, best practices, and company data

Secondary responsibilities include, but are not limited to:

Additional Knowledge Management Resources

- Compile and organize existing “Standard Operating Procedures” or protocols for various Tent practices and processes (eg: how to enter records into Salesforce, basic guide on event planning steps, etc.)
- Assess ways to improve how Tent’s various systems (Box, Salesforce, Slack) interact with one another and optimize how we use these tools to more effectively store and search for information, e.g. manage integration of company conversations on Slack channels into Salesforce

Tent-Owned Channels Coordination & Support

- Develop timely content for Tent website around notable organizational activity and news, including engaging summary articles and supporting assets of events, launches, milestones, and more as well as coordination with social team to amplify key updates
- Maintain and update bulleted case studies about select, best-in-class companies and their real-time progress, key initiatives, best practices, and latest activities for communications and events team to use when needed



- Support in the development and publishing of Tent member company summaries and updates, including working closely with partnerships and communications teams to finesse and refresh as needed as well as other managing other areas of member company organizational comms and assets maintenance
- Manage upload of all Tent resources and assets in a timely manner including training videos, guidebooks, research, best practices and more

Essential Skills & Experience:

- Bachelor's degree required
- Full speaking, reading, and writing fluency in English
- Top-notch organizational skills with the ability to keep track of and juggle multiple ideas, systems, priorities, and to meet deadlines with accuracy and attention to detail
- Excellent writing skills
- Strong communication and interpersonal skills that allow you to build relationships with colleagues, regardless of distance, and to work effectively through challenges as they arise
- Deep project or program management experience
- Ability to respond quickly to changes in short-term work priorities
- Comfort in a fast-paced role and mission-driven environment

Preferred Skills & Experience:

- Experience in a fast-paced office/startup environment (internships included!)
- Prior work in knowledge or database management
- Experience with CRM databases, like Salesforce
- Existing website/HTML knowledge
- Spoken and written fluency in other languages (especially Spanish) highly desirable

Desired Qualities:

- A willingness to roll up your sleeves and tackle new challenges
- A hard worker willing to go above and beyond to deliver high-quality work
- Ability to make decisions in a changing environment and comfortable operating in gray areas
- Excellent critical and analytical skills
- A strategic operator, with the ability to find opportunities proactively and solve problems independently
- An innovative thinker, with a track record of translating thinking into action plans and output
- Intellectually curious, with a thirst for learning
- Comfort in a fast-paced role and mission-driven environment

To apply:

Please email your resume and cover letter to careers@tent.org by April 20, 2023. If your background is a fit, we will be in touch.

We encourage you to apply even if your experience is not a 100% match – what we've listed are guidelines, not hard and fast rules. Tent will consider people from a variety of backgrounds and career experiences.

Tent is an equal opportunity employer. Tent will not discriminate against any applicant for employment on any basis including, but not limited to: race, color, religion, sex, sexual orientation, gender identity, national origin, age, disability, veteran status, marital status, predisposing genetic characteristics and genetic information, or any other classification protected by federal, state and local laws. We are dedicated to ensuring that individuals with disabilities are provided reasonable accommodation to participate in the job application or interview process, to perform essential job functions, and to receive other benefits and privileges of employment. Please contact us to request accommodation.