

**Job title:** Manager, Business Operations, Colombia

**Reports to:** Director, Tent Colombia

**Based in:** Bogota

**Work setting:** Hybrid

***To apply, please send your CV and cover letter to [careers@tent.org](mailto:careers@tent.org). If your background aligns with our needs, a member of our team will be in touch.***

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**About Tent Partnership for Refugees:**

With a growing number of refugees displaced around the world for longer periods of time, businesses play a critical role in helping refugees integrate economically in their new communities. The Tent Partnership for Refugees was launched in 2016 by Hamdi Ulukaya, the CEO and founder of Chobani – a multibillion dollar food company in the U.S. – to mobilize leading businesses to help connect refugees to work. Today, Tent is a global network of over 500 major companies committed to hiring, training, and mentoring refugees. In 2024, Tent was selected for the [TIME100 Most Influential Companies](#) list.

**About the role:**

Tent is looking for a sharp, operationally excellent professional to develop scalable and replicable solutions that help refugees and migrants get hired by leading businesses in Colombia. As a senior individual contributor on a five-person team, the Business Operations Manager will play a key role in the innovation, design, and development of processes that help Tent member companies connect with refugee and migrant talent in the country.

We are looking for someone who can turn strategy into action, create innovative systems from scratch, and directly manage complex stakeholder relationships with the public and private sectors. The ideal candidate is both strategic and highly execution-oriented — someone who can walk into an ambiguous situation, structure the problem, build the tools to solve it, and then roll up their sleeves to put those solutions into practice. This person will be instrumental in helping to build Tent's Colombia operations — from the internal infrastructure (systems, processes, dashboards) to external engagement (companies, NGOs, government). They will also work fluidly across Tent's global teams with colleagues in the Americas and Europe.

**Key responsibilities:**

Strategic & Operational Support

- Design and oversee the implementation of systems, tools, and processes that support Tent Colombia's day-to-day operations, including project management platforms, data dashboards, and reporting frameworks, partnering with relevant teams when technical development is required.

- Support the Director in strategy development, helping translate Tent Colombia's vision into clear priorities, actionable workplans, measurable KPIs, and effective execution.
- Help guide the internal operating rhythm of the Colombia team: track workstreams, deadlines, and deliverables, drive accountability, and identify bottlenecks.
- Prepare high-quality briefing materials, presentations, and strategic documents for internal and external audiences, including Tent's global leadership
- Lead internal coordination across Tent's global teams (Strategy, Communications, Marketing, Operations) to ensure the Tent Colombia team is aligned and well-resourced

#### External Engagement & Relationship Management

- Support the Director in cultivating and managing relationships with corporate partners, NGO partners, government stakeholders, and other external actors
- Lead the preparation and follow-up of key external meetings, including company engagement sessions, roundtables, working groups, and government touchpoints
- Coordinate with Tent member companies to track progress on commitments and identify opportunities to deepen engagement
- Represent Tent Colombia in select external-facing engagements and events

#### Data, Research & Insights

- Conduct research and analysis on companies, sectors, labor market trends, and refugee employment dynamics in Colombia to inform strategic decisions
- Build and maintain robust data management practices in HubSpot and other internal systems
- Synthesize findings into clear, compelling narratives for internal and external audiences

#### **What we are looking for:**

##### Tent Culture:

*At Tent, every team member is guided by five core principles — **DOERS** — that define not just what we do, but how we do it. These principles are the behavioural foundation of our team, and we look for them in everyone who joins us.*

- **Dedicated to Our Mission** — You are genuinely invested in refugee economic integration. You take ownership of your work and go beyond your role when the mission requires it.
- **Obsessed with Impact** — You act with urgency and tenacity, and take personal accountability for results. You don't stop at effort — you care about what actually gets done.
- **Excellent in Execution** — You operate at the highest standards in everything you do. You bring precision and follow-through to your work and hold yourself to a bar that goes beyond what is required.
- **Relentless at Improving** — You proactively identify better ways of working and don't wait to be told to iterate. You are open to feedback and actively seek it.
- **Stronger through Collaboration** — You thrive in team environments, communicate openly, and build trust with colleagues and external partners alike.

##### Essential Skills / Experience:

- Bachelor's degree required; advanced degree (MBA, MPA, MPP, or equivalent) is a plus
- At least 8 years of professional experience, with a track record of increasing responsibility in complex, multi-stakeholder environments
- Background in operations, strategy, management consulting, international development, or social impact — with demonstrated ability in both problem-solving and hands-on execution
- Exceptional written and verbal communication skills in both Spanish and English; ability to produce polished materials for C-suite and senior government audiences
- Strong project management and organizational skills; comfortable managing multiple workstreams simultaneously under tight deadlines
- High proficiency with data management and reporting tools; experience with CRM platforms (HubSpot, Salesforce) strongly preferred
- Analytical mindset: able to synthesize complex information, identify patterns, and translate insights into strategic recommendations
- Strong interpersonal and relationship-building skills; comfortable operating across cultures, sectors, and organizational levels
- Demonstrated ability to build processes, programs, or operational systems from the ground up and drive implementation in ambiguous, fast-paced environments.
- Self-starter who thrives with autonomy and takes personal accountability for results

Preferred Skills / Experience:

- Experience with refugee, migrant, or vulnerable population programs — either in the private sector (talent pipelines, DEI) or in the development/NGO sector
- Familiarity with Colombia's political-economic context, private sector landscape, and/or migration dynamics
- Experience supporting fundraising or donor relations processes
- Exposure to working within regional or global teams with cross-border coordination demands
- Experience with data visualization tools (e.g., Tableau, Power BI, Google Data Studio)

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*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.*