

Position: Program Assistant

Location: Hanoi, Vietnam



FHI 360 is a nonprofit human development organization dedicated to improving lives in lasting ways by advancing integrated, locally driven solutions. Our staff includes experts in health, public health threats, education, nutrition, environment, economic development, civil society, gender, youth, research, technology, communication, and social marketing – creating a unique mix of capabilities to address today’s interrelated development challenges. FHI 360 serves more than 50 countries and all U.S. states and territories.

Job Summary:

The STRENGTHENING Infectious disease DETECTION Systems (STRIDES) Activity seeks a Program Assistant to provide basic and essential administrative support to the STRIDES team in Vietnam, ensuring smooth coordination and execution of project tasks. Responsibilities include scheduling meetings, tracking deadlines, maintaining project documentation, and assisting with basic financial tracking. The role also involves supporting risk identification and monitoring subcontract deliverables. The Program Assistant plays a key role in facilitating communication with the project team and ensuring compliance with basic project guidelines.

Accountabilities:

Programmatic Support:

- Provides basic administrative support, schedules meetings, managing expense reports and travel expenses, and tracks simple tasks
- Supports planning activities, prepares basic schedules
- Assists with managing small tasks, tracks deadlines
- Maintains project documents, assists in report preparation
- Attend project meetings and prepare pre-meeting and post-meeting notes and memos.
- Plan for project-related meetings; booking conference rooms; ordering catering; preparing materials, etc.
- Support travel and logistical arrangements for events, conferences, and workshops, including invitations, and procurement of materials, supplies, refreshments, etc. for staff and consultants
- Support the STRIDES Vietnam Activity to manage electronic files and/or review to ensure completion.
- Provide communication support; compile folders for external stakeholders; keep track of communications materials inventory and work with teams to request additional materials, as needed.
- Coordinates with team members on administrative tasks
- Ensures adherence to basic project guidelines and reporting requirements
- Supports identification of minor risks and tracks issues

Programmatic Administration:

- Assist with tracking sub-award deliverables and compliance; maintains a filing system of sub-award documents
- Support travel activities for STRIDES Vietnam staff and consultants, including preparation of expense authorizations, expense reimbursements, obtaining client travel approval, working with the Travel Department to obtain air tickets and advances, and supporting travel expense reporting when required.
- Assist in the collection of information for use in reports and format report drafts.

- Maintain distribution list for project reports.
- Send reminders to keep the team on track with reporting deadlines.
- Serve as a backup to others at the same level.
- Set up the project SharePoint site in accordance with organizational processes.
- Maintain, copy, and coordinate storage and archiving of files.

Technical Requirements:

- Provides basic technical support in the development and dissemination of tools, materials, reports, papers, and interventions for STRIDES Vietnam
- Under supervision, conducts searches of published literature, mobile software sites, blogs, on evolving issues.
- Provides technical administrative support to workplan preparation and finalization.

Operational Support (Security, IT, HR, etc.):

- Facilitate the job descriptions process.
- Arrange interviews.
- Set up technology for meetings.
- Troubleshoots equipment issues.
- Keep and update a list of project contacts.

Finance Support:

- Assists with basic tracking of project expenses
- Payment processing: receive invoices in the financial system of record, compile payment packages, obtain approvals, and submit for processing.
- Consultant support: compile consultant agreement packages, obtain approvals, and upload in financial system of record.
- Provide point of contact support for project staff, such as processing reimbursement requests and invoices.
- May contribute to the development of the project's budget process.
- Read and interpret the budget to understand tracking.
- May suggest budget items/approach for tasks.
- May help track down cost information (other direct costs (ODCs), hotel costs, etc.).

Business Development and Proposal Management Support:

- Contract deliverables support and tracking: as needed, support with reviewing/uploading project reports and deliverables to the Development Experience Clearinghouse and to the internal Knowledge Exchange.
- Support business development efforts, including assisting with proposal recruitment, document formatting, organizational chart formatting, and performing desk research, as needed.

Applied Knowledge & Skills:

- Articulate, professional, and able to communicate in a clear, positive manner with clients and staff.
- Must be able to read, write, and speak fluent English, fluent in Vietnamese as appropriate.
- Basic knowledge of concepts, practices, and procedures with project design.
- Strong oral and written communication skills.
- Demonstrated proficiency with Microsoft Office suite software.
- Ability to solve problems and recommend corrective action as needed.
- Strong organizational and attention to detail needed to adhere to project deadlines.
- Effective communications in information shared by ensuring attention is paid to the specific

components (i.e., formatting) of the communication, successful delivery, and accountability for specific components (i.e., keeping timelines updated).

Problem Solving & Impact:

- Works on problems that are limited in scope.
- Problems are routine in nature and there are standard procedures and policies.
- Works independently and within a team on special non-recurring and ongoing projects.
- Exercises judgment within defined practices and policies to perform duties.
- Decisions made generally affect own job or specific functional area.

Supervision Given/Received:

- Has no supervisory responsibility.
- Uses independent judgment to determine workflow and priorities.
- Receives instructions on new assignments.
- Typically reports to a Manager.

Education

- Associate degree or its International Equivalent in Civil Society, Communication and Social Marketing, Economic Development, Education, the Environment, Gender, Health, Nutrition, Research, Technology and Youth or a Related Field.

Experience:

- Typically requires 0 - 2 years of relevant administrative experience supporting projects and/or a technical practice area.
- Prior experience in a non-governmental organization (NGO) preferred and USG funding.
- Prior experience using Microsoft Office Suite preferred.

Typical Physical Demands:

- Typical office environment.
- Ability to spend long hours looking at computer screen and doing repetitive work on a keyboard.
- Ability to sit and stand for extended periods of time.
- Ability to lift/move up to 5 lbs.

Technology to be Used:

- Personal Computer/Laptop, Microsoft applications (i.e., Office 365, SharePoint, Skype/Zoom/Teams), cell phone/mobile technology, and standard office equipment.

Travel Requirements:

- Less than 10%

FHI 360 offers competitive compensation and excellent benefits.

Interested candidates are invited to visit FHI 360's career page at <https://www.fhi360.org/careers> and apply the position ONLINE by **March 10, 2026**.

Only shortlisted candidates will be contacted for interviews