HIMALAYAN CATARACT PROJECT

TITLE: Operations Manager

REPORTS TO: Deputy Director of Operations

LOCATION: Vermont (Norwich or Waterbury)

ORGANIZATIONAL PROFILE:
The Himalayan Cataract Project (HCP) works to cure needless blindness with high quality, cost effective eye care in underserved areas of the world. Thirty-six million people are blind worldwide, yet 80% of this burden is treatable or preventable. Cataract is the largest cause of blindness affecting 17 million people, who could be cured with a 10-minute, $25 surgery. HCP is keenly focused on enduring solutions to avoidable blindness for under-resourced people and communities, not only providing critical care but strengthening local capacity to provide high-quality eye care to the underserved. HCP has offices in Vermont and in the Washington, DC metro area, with programs in 7 countries on 2 different continents and an estimated 75 implementing partners.

Himalayan Cataract Project is expanding its team to meet new challenges, scale its work, and broaden its reach. We are seeking individuals with an aptitude for operating in growth environments with interest and/or experience in scaling systems.

SCOPE OF WORK:
The Operations Manager will report to the Deputy Director of Operations (DDO) and will manage HCP’s day-to-day Human Resources (HR) and Information Technology (IT) functions and ensure that the organization's practices meet regulatory standards and nonprofit best practices, and align with its mission. This is a hybrid position in that the Operations Manager will devote approximately 75% of their time to providing HR and operations support and approximately 25% time to providing and supporting IT.

ESSENTIAL JOB FUNCTIONS:
Manage and increase the effectiveness and efficiency of the organization’s Human Resources and Information Technology functions, through improvements to each function, as well as coordination and communication with staff, as outlined below:

Human Resources (HR)
- Establish and maintain clear, responsive, and accessible HR systems (e.g. employee relations, recruitment/retention, benefits management, payroll, orientation) for HCP staff.
- Serve as a liaison between management and employees by handling questions, interpreting and administering contracts and helping resolve work-related problems.
- Serve as a primary point person for employee inquiries and concerns including: addressing demands, grievances, absences, etc.; refereeing disputes; participating in disciplinary and termination meetings; and conducting exit interviews.
- Serve as the primary point person for benefits management issues and needs for HCP staff including: managing benefits, evaluating cost-effectiveness of benefits, proactively developing resources such as quick guides for benefits and processes; and developing and conducting periodic trainings on HR policies, procedures and benefits.
● In coordination with the DDO develop, implement and evaluate the performance management system, new staff orientation and on-boarding process; career-pathing program, staff wellness and recognition activities; and professional development policies and training program.

● In coordination with the DDO, manage recruitment efforts, including writing job postings, advertising open positions, reviewing resumes, coordinating and conducting interviews, conducting reference and background checks, and drafting offer letters.

● Responsible for payroll services and processing including: processing attendance and payroll data, reporting to payroll services, check verification and distribution.

● Conduct periodic scan of industry standards and best practices in HR management and develop proactive recommendations for integration of appropriate practices.

● Coordinate with senior staff to clarify the skills, behavior, and qualities the organization wants exhibited by staff.

● Identify, recommend and implement operational improvements to streamline HR processes and procedures, such as the personnel handbook.

● Oversees internal compliance reviews and audits of human resources functions including I-9, exemption classifications, attendance policies and timecard records, personnel files, and other record-keeping.

● Ensure compliance with federal, state and city regulatory laws, guidelines and standards.

● Prepare materials for agency audits, benefits renewals, and annual government report.

● Ensure accuracy and confidentiality of data stored in employees files; both in electronic form and hard copy.

● Act as the HR liaison with the Ethiopian Country office.

Office Management

● Responsible for facilities day-to-day operations and management of organization’s office spaces (2 in VT and 1 in MD), which includes but not limited to maintaining the lease agreements, arranging necessary repairs, and liaising with facility management vendors, including cleaning services.

● Supervise and coordinate overall administrative and office activities.

● Sort and distribute mail.

● Negotiate the purchase of food, office supplies, furniture, office equipment, etc., for the entire staff in accordance with company purchasing policies and budgetary restrictions.

● Maintain office equipment including computers, copier, fax, telephones, etc. and keep updated organizational equipment inventory list.

Information Technology (IT)

● In coordination with IT consultant and DDO, establish and maintain clear, responsive, and accessible IT systems for staff (in-office and remote).

● Serve as the IT first point-of-contact for staff and provide basic IT support including: computer, email, voice/data communications and LAN set-up for new staff or for office relocations, as required.

● Coordinate with IT consultant to create and facilitate orientation trainings for new staff and trainings on new systems and standards.

● Create a schedule for the timely replacement of equipment, using this information to inform the development of the yearly capital budget.

● Drive initiatives that will create more efficiency.
Other Responsibilities

- Other duties as assigned, dependent on organizational needs and employee skills.
- All employees are expected to work as a team and to contribute to any activity that will promote the success of the organization.

QUALIFICATIONS

The ideal candidate will have a bachelor’s degree in Human Resources and at least five years of experience leading and/or consulting on a variety of human resources and operations initiatives. Human resources certification and experience working with non-profits is preferred.

Additional qualifications include:

- Outgoing personality that works well with a variety of people, building relationships and shared goals across people and organizations.
- Knowledge of human behavior and performance; individual differences in ability, personality, and interests; learning and motivation preferred.
- A sense of discretion and a high degree of professionalism is required. Ability to maintain confidentiality of highly sensitive information.
- Strong conflict resolution and negotiation skills.
- Demonstrates a highly professional and cooperative demeanor with supervisors and coworkers.
- Strong interpersonal, communication, facilitation and presentation skills.
- Must be detail oriented and able to efficiently manage time and prioritize tasks.
- Strong analytical and problem solving skills.
- Demonstrated ability to work in a small team setting.
- Flexibility to adjust and contribute to continually evolving work situations and changing priorities.
- Excellent computer skills and technical aptitude, proficient with Google Workspace, MS Office, Dropbox (and other cloud-based software), MacOS, and experience with Apple hardware.

WORKING WITH HCP:

Himalayan Cataract Project is a high-energy and fast-paced organization. We work to change eye care in the low- and middle-income countries with a firm commitment to eradicating unnecessary blindness and reaching the unreachable patient. We are a small team where everyone plays an important role and has an impact. We hire individuals who are professional, collaborative and creative thinkers with a passion for our mission.

To Apply

We invite qualified candidates to submit a resume and cover letter. Please send materials via email to: jobs@cureblindness.org

Himalayan Cataract Project considers all applicants on the basis of merit without regard to race, sex, color, national origin, religion, sexual orientation, age, marital status, veteran status or disability.