

HIMALAYAN CATARACT PROJECT

POSITION: Operations / HR Administrator

REPORTS TO: Operations Manager

LOCATION: Vermont (Norwich or Waterbury)

POSITION TYPE: 20-40 Hours/ week

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 / HR Administrator (OHRA) will report to the Operations Manager and will provide support to the Operations Manager on all human resource activities and manage HCP's day-to-day technical support and first line response to end users needing assistance with computer systems, hardware, and software issues and provide basic operational support functions. This is a hybrid position in that the OHRA will devote approximately 75 % of their time on HR administration functions and 25% of their time to providing day-to-day IT administration functions and operations support.

ESSENTIAL JOB FUNCTIONS:

The OHRA will also provide support to HCP Operations to 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:

Operations Support:

- In coordination with Operations Manager, assist with implementation and evaluation of 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 Operations Manager, assist with recruitment efforts, including writing job postings, advertising open positions, reviewing resumes, and coordinating interviews.
- Assist with payroll services and processing: including processing attendance and payroll data, reporting to payroll services, check verification and distribution.
- 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.
- Assist with commodities: purchasing 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.
- Drive initiatives that will create more efficiency.

IT Support Services:

- Provide technical support and excellent customer service for 50+ users virtually and in-person.
- 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.
- Provide first line response to end users requiring assistance with computer systems, hardware, and software issues.
- Support MS Windows 10 and 11, MacOS 11 and 12, Google Workspace, MS365, MDM software, laptops, printers, multi-factor authentications, and iPhone and Android smartphones.
- In coordination with IT Consultant and HR Operations Manager, establish and maintain clear, responsive, and accessible IT systems for staff (in-office and remote).
- 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.
- Install and configure new software and hardware components.
- Oversee application and OS updates.
- Monitor computers for potential threats.
- Act as the IT liaison with the Ethiopian Country office.

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 and/or work experience in Human Resources along with experience in a technical support role:

- Familiarity with relevant computer software and hardware programs
- Bachelor's degree preferred but an associate degree and equivalent relevant experience could be substituted
- Human resource certification and working in the Non-profit sector is preferred
- Must have a strong knowledge of MacOS and Windows/PC applications and hardware

Additional qualifications include:

- Outgoing personality that works well with a variety of people, building relationships and shared goals across people and organizations.
- A sense of discretion and a high degree of professionalism is required. Ability to maintain confidentiality of highly sensitive information.
- 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.
- 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.