



## ROLE DESCRIPTION

### **OPERATIONS MANAGER**

#### SUMMARY:

The Operations Manager has central role in procuring and managing in-kind donations. Providing administrative support to all staff and coordinating office operations (mailings, building maintenance, cleaning etc.) are also significant elements to this role.

*Reports to Executive Director*

#### RESPONSIBILITIES:

- Support medical supply procurement by supporting existing relationships and cultivating new relationships with medical supply donors, manufacturers, and supplies managers in Bolivia.
- Manage in-office inventory of medical supplies; including overseeing inventory database, organizing supplies in office/warehouse, and packing supplies for mission trips and shipping container.
- Provide office reception; including but not limited to copying, filing, office supplies, and maintaining a professional physical space, etc.
- Provide IT support to ensure computers and software meet business needs
- Coordinate all missionary application materials and certifications for mission trips
- Manage the recruitment, orientation, and supervision of office volunteers and interns.
- Coordinate the preparation and execution of bulk mailings.
- Manage various activities related to the prep and implementation of annual fundraising gala.
- Manage incoming cash donations and database details (online and mail-in donations)

#### QUALIFICATIONS:

- Bachelors degree
- Proficiency in Excel, Powerpoint and Word.
- Proficiency in Access (preferred) or other database management experience
- Professional demeanor and excellent communication skills
- Versatility, critical thinking and problem solving skills
- Ability to manage and prioritize multiple tasks while maintaining attention to detail
- Desire to grow professionally and ability to receive constructive feedback
- Ability to work with diverse groups of people
- Sound judgement, professionalism and a positive attitude
- Resourcefulness, creativity and accountability
- Ability to be proactive with well managed timetables for completion
- Spanish speaking preferred