International Operations Manager, Village Health Works

Organization Overview
Village Health Works (VHW) is a joint American-Burundian non-profit and non-governmental organization (NGO) whose mission is to provide quality, compassionate health care in a dignified environment while treating the root causes of illness, poverty, violence, and neglect in collaboration with those we serve. The organization’s operations are based in Kigutu, in southern Burundi, with support from offices in NYC. VHW’s approach integrates clinical services with education, food security, economic development, environmental protection, music and the arts. VHW’s central program is a clinic that conducted 45,022 patient consultations in 2018 and has 4 inpatient wards. A hospital that will add surgical and emergency obstetrical capacity is currently under construction. In preparation for the hospital’s planned opening in 2020, VHW is building a supply chain and establishing procurement practices to ensure the efficient and timely delivery of items such as medical equipment and medicines.

Position Overview
Village Health Works is recruiting a talented and agile International Operations Manager to work at its US headquarters in New York. This person will act as the glue for a number of critically important projects as VHW plans to open the 150-bed Kigutu Hospital and Women’s Health Pavilion in the second half of 2020, working with members of the finance, supply chain and development teams to push projects like the electrical grid, internet and communication network, GPS fleet management, etc. from conceptualization and design to funding and implementation. The International Operations Manager will also manage a significant portion of the day-to-day functions of VHW’s international supply chain, including management of international vendor relationships and liaising directly with VHW’s US-based freight forwarder. The ideal candidate is a tenacious self-starter who knows how to pivot quickly to find a way forward when a project or important bulk procurement hits a bump in the road.

The International Operations Manager will report directly to the US-based Director of International Operations and will work very closely under the supervision of the Burundi-based Supply Chain Manager.

Specific Responsibilities
International Supply Chain (50%)
- Work collaboratively with Burundi based Supply Chain Manager to develop and enact annual procurement plans and sourcing strategies as VHW’s supply chain evolves.
- Strategic Sourcing: research and vet suppliers, providers, and partners.
- Develop needs assessments, request quotations, analyze and suggest selections; confirm orders with vendors.
- Initiate and manage all shipments carried out by VHW’s US-based freight forwarder.
- Enter and track shipments into VHW’s internal shipment tracking system, liaising directly with the Burundi-based supply chain team to push forward on customs clearance, providing documentation where necessary.
- Adapt and develop templates and tools for procurement planning and execution in collaboration with the Supply Chain Manager, ensuring that they align with project objectives and goals as well as existing organizational processes.
Support on VHW’s annual procurement trips, ensuring that we are able to buy the majority of supplies requested in bulk and meet deadlines during the allotted 2-3 week trip to Dubai, South Africa, Zambia, Uganda, etc. The ideal candidate can negotiate with local vendors, effectively prioritize high value items, and creating strong analyses in Excel.

Plan and orchestrate all suitcases and shipments staged out of the NYC office, prioritizing appropriately based on urgency and ensuring they get to the end user.

International Operations and Strategic Planning (35%)
- Collaborate with members of the clinical and operations teams to develop standard operating procedures (SOPs) for the hospital -- from waste collection and removal to inventory distribution and technical troubleshooting.
- In coordination with the development team, plan and execute all purchasing related to VHW’s grants, ensuring that all purchasing is compliant with varied grant requirements. Work with the development team to develop grant proposals based on specific operational knowledge when needed. Aid development in grant reporting and expense coding.
- Support on infrastructure projects design, procurement, and implementation – from water treatment, electricity, internet, new construction, and/or waste management as needed.
- Innovate and design systems to optimize efficiency, minimize errors, and maximize transparency and information sharing.
- Team Building: formulate JDs and proposed reporting structures, lead recruitment and candidate development across all operational departments as needed.
- Contribute actively to VHW strategic planning, goal setting, and key performance indicator setting.

Administration and Finance (15%)
- Enter purchase orders in financial system and process invoices for payment. Follow up with sites and vendors to identify and resolve discrepancies.
- Collaboratively, prepare or contribute to requests for approvals as needed.
- Ensure financial reports related to supply chain are properly coded and communicated to project and site staff, as required.
- Maintain the integrity and transparency of all department records and files and provide reports upon request.
- Compliance: ensure dissemination and storage of procurement records in line with donor requirements.

Qualifications
- Prior work experience in supply chain, sourcing, project management, international logistics, administration and/or other detail-oriented work of a similar nature.
- Ability to adapt to rapidly changing project constraints. The ideal candidate thinks quickly on their feet, and is able to move projects and procurements forward in an agile and effective manner.
- Self-motivated and able to work both independently and as part of a larger team.
Able to prioritize effectively, managing multiple responsibilities simultaneously and meeting deadlines in a fast-paced environment.

Experience implementing process improvements and enjoying them!

Ability to pull the right people into the room at the right time to move projects forward. The ideal candidate is a skilled collaborator.

Poise, professionalism, and strong communication skills; able to communicate effectively with diverse stakeholders.

Sense of humor and ability to pivot with agility.

Strong ability with Microsoft office suite, especially Excel.

Undergraduate degree in a relevant field (global health, economics, business administration, supply chain, logistics, public health) or commensurate experience is preferred, but not required.

Ability to speak French and/or Kirundi is an asset, but not required.

Ability to travel up to 30% of the time.

Candidates should be residents in or willing to relocate to New York, NY.

How to Apply
To apply, please send a resume and cover letter to Rachel Stinebaugh, Project Manager at rstinebaugh@villagehealthworks.org.

Village Health Works 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. Village Health Works is an equal opportunity employer.