

Job Description

Operations Officer| July 2019

The Hunger Project (THP) is a global non-profit organization whose mission is to end hunger and poverty by pioneering sustainable, grassroots, women-centered strategies and advocating for their widespread adoption in regions where hunger persists. We operate in 22 countries with 350 staff and have mobilized 395,000 volunteer leaders worldwide. Our programs throughout Africa, South Asia and Latin America are based on an innovative, holistic approach, which empowers women and men living in rural villages to become the agents of their own development and make sustainable progress in overcoming hunger and poverty.

Position Summary

The Operation Officer is a crucial team member of The Hunger Project as it expands its programs around the world. S/he will work on all areas of the organization and interact with all other THP staff on a regular basis and will be vital to THP's success in handling our growing operational needs. The role will have a special focus supporting The Hunger Project administration, human resources and global operations that aid the daily business operations.

This is a full-time position located in the global office in New York City. The incumbent reports directly to the Chief Operations Officer (COO) and supports the Senior Director – Global Human Resources (SDGHR).

Key Responsibilities

Administrative support

- Provide executive support to COO, including calendar support, travel arrangements and preparation of expense reports
- Assist with planning, presentation development, data analysis, compliance review, and preparing documents, policies and procedures, and the many unexpected tasks that arise when running a small nonprofit organization;
- Oversee the organization and inventorying of, as well as retention policies for, files and supplies;
- Organize electronic filing and archives of documents that are a resource for Staff and the Board;
- Maintain THP global calendar, showing all THP countries' observed holidays/office closings;
- Maintain THP global staff contacts list up to date;
- In coordination with Executive Office, update CEO travel schedule in the central calendar;
- Assist staff in their local, domestic and international travels, including but not limited to hotel reservation, car and flight booking, and obtaining the necessary visas to travel.

Office support

- Ensure general office upkeep, including maintenance of office equipment, placing orders and purchasing office supplies, temperature control, and managing the cleaning company service;

- Ensure compliance with terms of lease, liaise as needed with landlord;
- Greet guests, respond to phone and email inquiries, and collect and distribute mail;
- Manage the workflow and relationship with the IT vendor (outsourced service);
- Oversee food services and office space.

Human Resources

- Assist with the recruiting of employees and interns, including posting open positions and screening candidates; manage systems for recruitment and hiring providing key support to staff;
- Assist in the onboarding of new employees, handling the paperwork, organizing the orientation schedule, and be available to answer any questions the new hire may have;
- Update and maintain both paper and electronic filing systems with a focus on compliance requirement; file or re-file documents according to the designated system; assist with internal and external audits by locating documents;
- Coordinate the timely and compliant receipt of timesheets and other timekeeping documents from the staff.

Qualifications:

1. Education (Minimum Needed and Type of Degree Needed):
 - Minimum Required: Bachelor's degree;
 - Preferred: major in administration, international development, human resources
2. Work Experience (Minimum Needed):
 - Minimum Required: 4 years in a similar role working with either human resources, operations, administration, and managing projects in a global environment;
 - Preferred: non-profit set-up, in a fast-paced environment with a small team;
3. Specialized Knowledge Needed for Performance of Job:
 - Proficiency with Spreadsheets, and advance knowledge of Excel is preferred;
 - Skilled in creating and maintaining an outstanding level of order;
 - Willing to take on any challenges that come his/her way, and able to apply existing skills and aptitudes in unfamiliar areas.
4. Skills (e.g. Level of Judgment Required, Ability to Direct, Work Independently, Multi-Task, etc.):
 - Able to troubleshoot problems, come up with creative solutions, while also identifying issues which need to be escalated;
 - Ability to prioritize and manage multiple projects, both large and small, with competing due dates and present status to management;
 - Project management skills, sound judgment, ability to prioritize;
 - Superior organization skills and attention to details;
 - Strong teamwork and collaboration skills;
 - Self-driven and results-oriented, with a positive outlook;
 - High level of accuracy and attention to detail.
5. Special Skills (Technical or Advanced)
 - Advanced knowledge in MS Office suite, with expertise skills in Excel;

- High level of knowledge with Google Suite and tools.
6. Other (Communication Skills, Mechanical Aptitude, Math Skills, Learning Skills, or Other Specific Skills Required):
- Excellent collaboration, teamwork and interpersonal skills;
 - Fluency in English; fluency in or knowledge of Spanish and or French preferred;
 - High level of confidentiality.
7. Additional Comments
- Ability to work in a varying schedule including nights, early mornings, weekends and holidays;
 - Ability to travel domestically and internationally, and work on multiple time zones, as necessary;
 - Commitment to The Hunger Project's values, including an understanding of and compatibility with our principles and philosophy. The successful candidate will be working with a team who loves what they are doing and feels it is a privilege to be working in service of this mission.
 - This position is non-exempt and eligible for overtime.

Benefit Highlights

- Defined contribution for each staff member to be spent on choice of authorized benefits including gold level medical, dental and vision, retirement or student loans.
- 20 days paid leave to start, plus 9 holidays and 12 sick days.
- Progressive parental leave: 2 months' full time pay, with 3-month gradual return.
- Flexible work hours and arrangements.
- Retirement plan: gradual vesting in 401(a) Fund over 5 years. Match provided to 403(b) pre-tax Annuity.

How to Apply

Please forward your letter of interest, resume, salary expectations and references for immediate consideration to recruitmentoperations@thp.org.