



## OPERATIONS MANAGER VACANCY

### Position Overview

The [Global Digital Health Network \(GDHN\)](#) is seeking an Operations Manager to streamline our operations and establish a strong organizational foundation on which to accelerate our growth in order to better achieve our mission. The Operations provides leadership in establishing and updating organizational systems and process flows, maintaining necessary business filings and documents, supporting bookkeeping and finances, and managing projects related to special initiatives. Overall, the person in this position will be responsible for general operational and project management tasks. The Operations Manager will work closely and collaboratively with the Co-Chairs, the GDHN Board, and the Advisory Council to achieve our goals.

**Commitment:** 30-40 hours per week

### Position Duties, Functions, and Responsibilities

Will include, but are not limited to:

#### General Operations (~35%)

- Assist with the development, set up, and maintenance of organization systems and processes to ensure a high level of operational efficiency and adherence to best practices using Google Suite, Zoom, and/or other systems.
- Ensure internal documents and templates are updated regularly and Google Drive folders are organized.
- Support leads and program committee in creating and maintaining work plans and tracking project progress of activities
- Supports the co-chair and program committee with tasks related to the execution of the Global Digital Health Forum

#### Administration and Compliance (~10%)

- Regularly review and maintain proper business registration and documentation to ensure we remain in compliance and good standing with contractual requirements
- Manage mailing list, general email, and mail communications
- Assist communications manager with other communications, marketing, and development tasks as necessary

#### Project Management (~15%)

- Collaborate with Monthly Meeting leads to oversee organizational logistics of GDHN monthly meetings to ensure speakers are prepared
- Support forum planning and programming.
- Assist leads with the documentation, tracking, and management projects related to pilot initiatives and other new endeavors
- Oversee the day-to-day management of interns, fellows, and other short-term project personnel



#### Information Technology (~10%)

- Manage basic IT functions including setting up of new accounts, group management, and listserv management
- Assist communications manager with content updates to the GDHN website and social media

#### Governance (~10%)

- Oversee documentation and recordkeeping of general board and advisory council matters
- Help to ensure that board and advisory council maintain engagement with the organization
- Assist with preparation for board and advisory council meetings

#### Bookkeeping, Procurement, & Financial Operations (~20%)

- Assist with grant administration, reporting, and progress tracking against budgets
- Manage procurement needs including vendor research, quote requests, tax exemption set up, and other related tasks
- Draft contracts for subcontractors of the Network and monitor progress of spending on contracts
- Generate reports and provide necessary information to Co-chairs, GDHN board, CPA, and others as needed
- Assist Accounting firm and GDHN Treasurer in filing quarterly and end of year tax documents and other basic tax filings

#### Ideal Candidate Qualities

- Strong interpersonal, communication, organizational, and problem-solving skills
- High level of personal accountability, autonomy, self-motivation, self-organization, and self-discipline
- Someone driven to make whatever they do the best it can be
- Ability to work with people at all levels with an open and engaging personality
- Ability to be flexible and make sound professional judgments

#### Required Candidate Qualifications & Experience

We are looking for someone who is...

- At least 3 years in non-profit management or organizational management
- Experience writing grant applications and reports preferred
- Passionate and excited about operational excellence
- Comfortable working independently
- Excellent in prioritizing and managing their time
- Diligent about being organized
- Able to 'see around the corner' and is always thinking strategically and one-step ahead
- Excited about knowledge management and communities of practice
- Oral and written proficiency in English
- Excellent writing skills



#### Desired Candidate Qualifications & Experience

- Knowledge of international development and/or digital health is a plus
- Knowledge of Google Suites
- Event management experience
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#### **Application Process**

To apply, please send your resume and cover letter with email subject “Application for Operations Manager” to [olivia@globaldigitalhealthnetwork.org](mailto:olivia@globaldigitalhealthnetwork.org)

**Deadline for applications:** Monday, May 16, 2022