

SCOPE OF WORK

Title Operations Manager

Location Abidjan, Cote d'Ivoire

Supervisor Finance and Operations Director

Background

The International Training and Education Center for Health (I-TECH) at the University of Washington seeks an **Operations Manager** to provide operations and administrative support of program activities in Cote d'Ivoire.

Position location: Country office in Abidjan, project work is national.

Project Overview

There are 147,947 Ivorian adults and children currently receiving antiretroviral therapy (ART) and 195,755 receiving clinical care in 2015. Health care workers rely on the services provided by laboratories at all levels of Cote d'Ivoire's laboratory system, to monitor the health of those in their care. Cote d'Ivoire continues to experience challenges with access to quality HIV related testing despite past efforts and continued support is required to coordinate, synergize and scale up approaches that strengthen the national laboratory system. I-TECH is in the third year of a five-year grant from the US CDC with the goal to build a functional laboratory network to reach 80% saturation for HIV care and treatment in selected districts by offering quality laboratory services and targeting blood banks to ensure quality of blood and blood products, working towards accreditation of all of these laboratories.

Employer overview

I-TECH is a Seattle-based center within the University of Washington's Department of Global Health and has country offices throughout Africa, Asia, and the Caribbean. I-TECH has an established country office in Abidjan which is part of I-TECH's network of 600 worldwide staff. I-TECH works in partnership with local ministries of health, universities, non-governmental organizations (NGOs), medical facilities, and other organizations to support the development of a skilled health work force and well-organized national health delivery systems. I-TECH's organizational activities occur primarily in the technical areas of health system strengthening; health workforce development; operations research and evaluation; and prevention, care, and treatment of infectious diseases.

Position Overview

Reporting to Finance and Operations Director, the Operations Manager will provide support in Procurement, Inventory Management, Safety and Security and Facilities Management as needed to support the delivery of program activities.

Primary Responsibilities

Operations and logistical support

- Develop operations systems by determining product handling and storage requirements; develop, implement, enforce and evaluate policies and procedures; develop processes for receiving product, equipment utilization, inventory management and shipping
- Analyze process workflow, employee and space requirements and equipment layout; implement changes
- Maintain safe and healthy work environment by establishing, following and enforcing standards and procedures; complying with legal regulations
- Manage staff levels, wages, hours
- Run a safe, injury/accident free workplace
- Responsible for all aspects of vehicle and heavy equipment rentals
- Establish contracts and pricing and ensuring proper maintenance and serving as primary liaison with utilities and local government agencies, such as fire, police, health and safety agencies
- Communicate customer issues with operations team and devise ways of improving the customer experience, including resolving problems and complaints
- Communicate all operating policies and/or issues at team weekly meetings
- Provide logistical support for domestic and international travel for all project-related activities - assure that all arrangements meet regulatory requirements
- Conduct security reviews of accommodations for visitors and travelers in the field
- Help ensure Operations-related support is provided to all I-TECH Cote d'Ivoire staff
- Provide safety and security briefings for foreign visitors and newly relocated employees
- Participate in departmental meetings on issues and activities as required

Office Management

- Provide general orientation to visitors and new staff on office protocols
- Assist with the management of the Abidjan Office. This includes conducting a comprehensive needs analysis to address:
 - Ensuring all logistical arrangements are professionally planned executed in a timely manner
 - Implementing office procedures and policies to facilitate the smooth running of the projects

Policy and Procedure Management

- Provide support in managing the ongoing development, dissemination, implementation, monitoring and assessment of operational policies, procedures and associated administrative forms and tools critical to success of I-TECH Cote d'Ivoire objectives
- Have a firm understanding of operations policies and procedures
- Make recommendations for operations policies and procedures updates; ensure compliance with I-TECH, CDC, and local regulations and standards
- Implement policies and procedures by assuring staff understand them well enough to follow them
- Alert the Finance and Ops Director to any irregularities observed in any of the above areas

Procurement and Inventory

- Track vendor agreements to assure timely renewals
- Review and submit Purchase Requests

- Review and confirm, in collaboration with the procurement committee, Purchase paperwork is complete and selected vendor is accurate
- Preparation and submission of required reports on procurement activities
- Track all open PO
- Manage and maintain inventory management system
- In collaboration with Finance and Administration Officer manage inventory of all assets to include annual review and updating of equipment and material list, annual physical review of all equipment items in the office and at program sites to assure accuracy of location, count, tag numbers, and condition.
- Engage insurance company for property, liability, theft, and other necessary insurance and inform them when changes occur
- Serve as resource for program staff to answer questions regarding procurement process

Administrative Support

- Provide input into and disseminate user-friendly employee resources (e.g., employee handbook, orientation materials, supervisory guides and associated tools, etc.)
- Ensure that all staff are kept informed of policies and procedure and changes thereof
- Keep employee contact information current and up to date
- Provide safety and security briefings for foreign visitors and newly relocated employees
- Other related duties as assigned

NOTE: This job description is not intended to be all-inclusive. Employee may perform other related duties as negotiated to meet the ongoing needs of the organization.

Position Relationships

All I-TECH Cote d'Ivoire employees are expected and required to adhere to I-TECH's global operating principles in their interactions within and outside of the I-TECH Cote d'Ivoire office. The Operations Manager is expected to serve as an example of these operating principles in his/her dealings and communications with I-TECH colleagues, suppliers, service providers, and vendors at all times.

REQUIRED EDUCATION, TRAINING AND EXPERIENCE

- Bachelor's Degree in Business Administration, General Management, or other closely related field
- Minimum five (5) years' experience working in operations in non-governmental organization
- Strong ability to work independently, take initiative and set priorities
- Excellent communication and team-building skills, including cultural and gender sensitivity
- Well evidenced analytical, organizational, evaluation, and problem-solving skills
- Proven ability to work well with a wide range of collaborators and stakeholders, including national and international staff
- Strong interpersonal and oral and written communication skills
- Proficiency in Microsoft Office programs, including Word and Excel
- Fluent in English, Proficiency in writing, reading and speaking

DESIRED SKILLS AND QUALIFICATIONS

- Experience working with donor funded programs, especially USG

- Demonstrated ability to communicate effectively with partners, staff, colleagues with a high level of tact, diplomacy and confidentiality

Employment condition:

This is a local position and candidates with residential status will receive prior consideration

How to apply

Please send your CV and cover letter by email to: recrutement@itech-cotedivoire.org. by **Wednesday March 21, 2019**.

Please indicate the following job reference in the subject line of your email :

« *Responsable des operations* »

Only candidates who are selected will be contacted for an interview.