



TIMMY

GLOBAL HEALTH

Operations Manager

Timmy Global Health|22 E 22nd Street, Indianapolis, IN 46202|Tel: 317.920.1822 |Fax: 317.920.1821| www.timmyglobalhealth.org

<i>Title:</i>	Operations Manager
<i>Focus:</i>	Non-Profit Management - Human Resources and Financial Input
<i>Employee Status:</i>	Full time, Salaried, W2 Employee
<i>Reports To:</i>	Deputy Executive Director
<i>Location:</i>	Indianapolis, IN (headquarters)
<i>Start Date:</i>	July 2019
<i>Compensation:</i>	Salary Commensurate with experience; Health Insurance & 401k Options
<i>Vacation:</i>	This position is allotted 15 days of vacation, in addition to the holidays listed below.
<i>Holidays:</i>	New Year's Day MLK Jr. Day President's Day Memorial Day Independence Day Labor Day Thanksgiving Day and Day After Christmas Eve and Day

Timmy Global Health Overview

Timmy Global Health is an Indianapolis-based nonprofit that seeks to expand access to health care while empowering students and volunteers to tackle today's most pressing global health challenges. In collaboration with our international and US partners, we facilitate medical service trips and channel financial, medical, and human resources to community-based projects in the countries where we serve.

TGH has distinct elements that define its principles of engagement and set it apart in the field of short-term medical service work abroad: ensuring continuity of care; long-term relationships with the communities it serves; an unwavering commitment to high-quality clinical care; respect for patients, partners, and government policies in the countries where it works; and emphasis on cultural humility and learning among its volunteers. TGH is currently evolving certain aspects of its programming to ensure that its work contributes to long-term, sustainable improvements in health care and health equity; using a model of recurring medical service trips and global health education as anchors.

At Timmy, we believe that all people have a basic human right to access quality healthcare and that everyone, regardless of age or career path, plays a role in fighting for health equity. In the words of Timmy's founder, Dr. Chuck Dietzen, "Not all of us were born to be doctors and nurses, but we were all born to be healers."

Position Overview

Timmy Global Health is looking for a full-time, Indianapolis-based Operations Manager, to begin immediately. The operations manager is a detail-oriented, organized, and financially-savvy individual responsible for coordinating and implementing the company's administrative operations, including: finance, human resources, office maintenance and procedures, and electronic resources in an effective and efficient manner.

The Operations Manager will oversee a Finance & Operations Intern as well as co-manage the Non-Profit Management and Global Health Fellowship. This position will serve as part of the organization's administration and will report to the Deputy Executive Director.

Job Responsibilities

Human Resources

Manage the human resources for the organization in conjunction with Deputy Executive Director and Executive Director, including but not limited to:

- Developing and/or updating human resources policies and procedures
- Managing / Streamlining all recruiting, screening, onboarding practices and materials
- Serve as primary contact for personnel & benefits issues: provide information, solve problems, make recommendations and/or triage to the appropriate staff/board person
- Retaining all relevant new hire compliance and personal information up to date
- Leading the paperwork and system access for all new hires (and volunteers)
- Ensuring all departing staff complete a thorough exit process in an appropriate and timely manner
- Confirming compliance with all W9 and 501c3 factors
- Direct disciplinary procedures
- Advise management on policies/compliance including but not limited to: equal employment opportunity and harassment

Finance

Manage the day to day finances for Timmy Global Health, working in conjunction with Deputy Executive Director and external accounting firm, on tasks including but not limited to:

- Assisting in the creation, tracking, and reconciliation of the annual budget, including the development and forecasting of an annual budget narrative and budget workbook
- Key manager in assisting and completing the annual audit, including the provision of materials and workpapers used to summarize the fiscal year
- Ensure accurate financial reporting (i.e restricted vs. unrestricted funds) records for both incomes and expenses, working within various systems to validate and categorize information
- Regular review of financial statements /general ledger details as provided by accounting firm
- Data entry for all Accounts Receivable, Accounts Payable, Staff Expense Reports, General and Restricted Donations, International Cash Reconciliation, Trip Payments etc
- Work in connection with the Deputy Executive Director and Board Treasurer on all major financial changes, updates, and in review of monthly statements and regular wire requests
- Organize and lead, in conjunction with contracted accounting firm, quarterly Finance Committee meetings, providing organizational updates and financial planning items

Office/Building Management

- Maintain organizational software and hardware, including but not limited to: Google Suite (Gmail, Google Drive, and Google Calendar), Office365, and Salesforce. Serve as a liaison with vendors regarding day-to-day computer issues
- Maintain and implement organizational policies, procedures, and service standards- including but not limited to: management of current and archived files (paper and electronic)
- Work in conjunction with the Dispensary & Facilities Manager to maintain the headquarters office

building in Indianapolis, including but not limited to: monitoring and maintaining office equipment, including copiers, printers, and phones. Call for service and/or repair as required

- Assisting in the planning and implementation of goals within the Operations Committee

Administrative/Miscellaneous

- Host an education session at the annual Student Conference for Chapter Treasurers
- Work closely with the Development and Marketing team on events and campaign financials
- Serve as a positive ambassador and liaison to vendors, donors, volunteers, and other stakeholders; ensure that stakeholders are treated in a professional and courteous manner
- Assist the Executive Director in the coordination of board meetings: this includes scheduling, sending communications, preparing and distributing materials, coordinating meeting minute documentation and finalization, and following up on action items
- Manage the general information email account and facilitate the timely response to these inquiries
- Some international and domestic travel required

Qualifications and Skills

- Three years of human resources, administrative, business, or related work experience
- Bachelor's degree in business administration, non-profit management, human resources, or a related degree
- Experience in human resources and/or fiscal management for an organization or business
- Experience using Microsoft Excel, Quickbooks, Salesforce, Google Suite and Office 365
- Experience managing benefits packages and/or human resources paperwork
- Excellent ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists
- Excellent analytical skills
- Excellent ability to effectively present information, break down large financial concepts, and respond to questions from staff and leadership
- Detail-oriented; Highly organized and able to manage multiple projects
- Strong communications skills, both written and verbal
- Self-starter willing to explore new and better methods
- Confident working both independently and with a team; Able to work in a flexible environment
- Resourcefulness
- Mission-driven
- Good sense of humor!

To Apply

Target start date is in July 2019. This date may be adjusted depending on candidate availability and other factors.

Please submit a current resume with a cover letter by email to jobs@timmyglobalhealth.org and write "Operations Manager" in the email subject line. **Applications will be reviewed on a rolling basis; please submit your application as soon as possible.** Finalists ONLY will be contacted for an in-person or telephone interview.