**OPERATIONS OFFICER 2 – JOB DESCRIPTION TEMPLATE (JDT)**

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| **Qualities** | **Description** |
| **Summary** | Primary function is to ensure timely, efficient and effective administrative, procurement, logistics/fleet, IT, HR and property management and ensure overall management quality for the Country Program. The Operations Officer plays a key role in the management of information flow through and out of the organization. The Operations Officer 2 exercises independent judgment in planning and organizing a diversified workload and recommends changes in office practices to improve efficiency. S/he deals with a diverse group of external parties at all levels, both internal and external to CRS, and ensures all are treated in a professional and courteous manner. S/he works closely with the Country Program/Local Office (CP/LO) management in implementing, evaluating, and updating ongoing administrative and program support functions for the Country Program. |
| **Key Responsibilities** | **General Administration/Operations:*** Create and manage a centralized CP/LO , including field offices, filing system for all incoming and outgoing mail/faxes/letters/documents, including a regularly updated master file list and train new staff in the system.
* Regular update the Map of Authority for CR’s approval.
* Support the CP/LO and field offices by managing technical infrastructure (procurements for photocopier, faxes, telephones, etc); arranging for equipment servicing and repairs when needed.
* Oversight and management the administrative support services, by monitoring the work flow within the unit and ensure that all preventive and corrective actions are being made promptly.
* Monitor compliance with all operational systems and procedures and ensure integrity in all financial and other administrative operations of the office.
* Oversee maintenance if master copies of all contracts with landlords and vendors, policy/procedure manuals, and local and field office files; including maintaining and regular update of shared drive and/or soft copies.
* Develop written procedures for the collection, submittal, and hardcopy filing of information requested by CRS, donor or local government authorities.
* Reviews all contractual arrangements related to administrative support (i.e. courier, maintenance, stationary and supplies, vehicle maintenance, equipment maintenance etc.).
* Coordinates and provides support to field offices as required, to assure compliance with administration, HR and procurement rules and regulations.
* Perform other administrative tasks as requested by CR and MQ management

**Procurement Management:*** Oversee the entire procurement process, including review and vetting of contracts for services and goods, to ensure compliance with CRS and donor policies, as well as with local laws.
* Ensure efficiency and compliance in local and international procurements.
* Ensure that all procurement documentation is maintained and filed properly (database, records keeping, etc), as per CP/LO procedures and donor requirements.
* Assure systems and operational processes are in place for goods and materials, such as equipment, office supplies, fuel, etc.
* Serving as a main point of contact regarding the operations reports requested by CRS or donor and ensure all necessary information is collected in timely basis and provided to requesting parties.
* Collect necessary information to support the vetting process for vendors, as per CRS vetting policies.
* Provide recommendations to senior management (HOP, CR, MQ, HOO, etc) on change of vendors, vendors’ selection, and improvement of procurement system and documentation in general.
* Ensure that in-kind transactions are reflected appropriately in financial statements according to CRS policy.

**Property Management*** Manages properties of administrative supplies, office equipment and vehicles, updating inventory and fixed assets sheets on monthly basis for all country program offices.
* Arrange for all office lease and housing-related dealings and costs; Negotiate with landlords, conclude contractual arrangements;
* Oversee per CRS guidelines for inventory controls, contracting services, and maintenance management for all CP/LO properties and assets consisting of the following: facilities such as (housing, office, warehouse, garages) and physical assets of vehicles, equipment, computers, and other inventories.
* Oversee the maintenance of the Property/Fixed Assets Inventory Report and the physical inventory count per CRS guidelines to ensure financial updates to CRS HQ.
* Ensure staff is provided with adequate facilities and equipment.
* Ensure proper stewardship of CRS resources, and the optimal utilization and maintenance of program assets and resources including proper inventory controls (includes oversight of inventory receiving and shipping as well as warehouse, fleet and asset management and the disposition of assets).

**Information and Communication Technology*** Oversee the IT Officer on a daily basis, supporting in the prioritization of job duties for the country program.
* Work closely with CR, MC management, Head of Programming, Program Managers, CP IT Officer and Regional IT Officer to maximize the use of ICT as it relates to core MQ functions and promoting efficiency.
* Monitor the implementation of protocols for use of communications equipment – especially as it relates to security for both CRS and Partner staff.
* Where CP’s/LO’s engage in ICT and other location-specific development projects, ensure the application of GKIM policies, and project management and ICT system planning and implementation principles.
* Ensure the application of ICT system operation, maintenance, and support principles. Ensure adherence to GKIM standards and protocols related to IT systems. Support management of service requests by facilitating integration with the Global Help Desk.

**Audit and Compliance*** Supports responses to any issues that emerge from internal and external audits.
* Ensure the performance of periodic checks in CRS/Partner offices to ensure that CRS is in compliance with CRS and donor standards, and to ensure responsive support to staff, programs, and partners.
* Supports processes to strengthen systems in CP, and implements recommendations for improved systems performance and ensure compliance.

**Human Resource Management*** Oversee the preparation, renewal and termination of all national staff employment contracts.
* Manage and perform enrollment in and removal from the Social Insurance records of employees upon employment and termination.
* Manage staff medical insurance quarterly payment requests: add, delete accounts; manage complaints and feedback related to service provider; manage claims, and special approvals for some medical services.
* Update CRS EMECA policies as per CP/LO local law and obtain necessary approvals for any deviations needed to the regional policies.
* Oversee posting of updated and approved policies the internal CP/LO drive and dissemination of new policies to staff.
* Ensure CP is compliant with the CRS EMECA standardized National Staff Salary Administration Program (Position Classification and Compensation Scale) approved by the Regional Director.
* Ensures leave status reports, including sick leave, annual vacation leave, etc.) are up-to-dated
* Ensure all records in the Payroll Administration System are up-to-date.
* Liaise with the Ministry of Labor, the Ministry of Social Insurance, and the Ministry of Health for all legal and governmental requirements with regard to employee management.
* Manage expatriate staff work permits, stay visas, and other legal documents.
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| **Key Working Relationship** | **Supervisory:** Procurement Officer, IT Officer, HR and Administration Officer**Internal:**The Country Representative, Head of Programming, Regional IT Officer, RFO, DRD MQ, Project Managers, and CP staff.**External:**Visitors, guests, and CRS staff doing business with the local office; Local labor Ministry, of Labor and its institutions |
| **Agency-wide Competencies** | These are rooted in the mission, values, and guiding principles of CRS and used by each staff member to fulfill his or her responsibilities and achieve the desired results.* Serves with Integrity
* Models Stewardship
* Cultivates Constructive Relationships
* Promotes Learning
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| **Management Quality/Operations Competencies**  | * Promotes Stewardship of Resources
* Ensures Principled compliance
* Proactively Manages Risk
* Leads Operational Improvements
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| **Personal Skills** | * Demonstrated strengths in relationship management with a strong client service focus;
* Exercises good judgment and sound decision making; Strong problem solving skills;
* Excellent communication skills, must be able to interact in a mature, professional and friendly manner with local and international colleagues of differing religious and cultural backgrounds;
* Organization and planning skills; able to prioritize work, multi-task and meet deadlines; Detail-oriented;
* Diplomacy, tact and strong negotiation skills;
* Maturity and discretion; able to work with, and maintain, confidential information;
* Comfortable working within a Roman Catholic organization and upholding the principles of Catholic Social Teaching.
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| **Qualifications** | * Bachelor Degree in business administration, finance, accounting, human resources, or other relevant field.
* Minimum three years’ work experience in a management of non-profit, development, and/or humanitarian organization in complex environments.
* Understanding of CRS financial and administrative systems (Sun Systems and Vision accounting software), policies, and procedures is preferred.
* Familiarity with U.S. government awards; knowledge of relevant regulations.
* Knowledge of procurement and general office administration/management issues.
* Ability to work in medium to high risk working environments and with a multi-cultural team.
* Computer literate in MS Office, internet, email.
* Strong communications and analytical abilities.
* Willingness to travel

**Foreign Language Required:*** English, local language
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| **Disclaimer** | * This job description is not an exhaustive list of the skill, effort, duties, and responsibilities associated with the position.
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| Employee | Name | Signature | Date |
| Supervisor | Name | Signature | Date |
| CR or Designate | Name | Signature | Date |