



Position Description: Head of Administrative Operations

Mission and Organizational Background

The Refugee Response empowers refugees to become self-sufficient and contributing members of their new communities. The organization was established in 2010 to assist in bridging the gap between existing resettlement agency services and the longer support needs of the refugee population. Our organization's goals and objectives revolve around being responsive to the needs of northeast Ohio's refugee community in order to forge a deep and sustaining impact on resettled refugees as they make new roots and re-write the story of their families' futures to one of freedom from persecution and finding security and self-sufficiency. The organization's programs are critical to both the short- and long-term economic success and the social and emotional integration of these NEO community members.

Reports to: Deputy Director

Time Commitment: Full time, 40 hours per week; 1 year contract with potential for renewal

Salary: \$49,000 - \$51,000

Overview

The Refugee Response's programs and services have expanded considerably over the past several years and future expansion is currently being planned. In order to support the growing programs and staff of the organization, we are currently recruiting a detailed-oriented individual who thrives in a dynamic and entrepreneurial environment.

The Head of Administrative Operations will provide administrative support to the organization, assisting the Deputy Director with the smooth operation of its systems and processes, ensuring high-quality maintenance and delivery of internal and external services.

Responsibilities:

Administrative support:

- Coordinate and organize office management business.
- Manage general calls and emails, directing inquiries to most appropriate channels.
- Assist in HR-related tasks including completion of onboarding process for new employees.
- Take meeting minutes for all related meetings (all-staff, management team, Benefit planning).
- Generate monthly invoices for state-funded programming following specific invoicing guidelines as well as for miscellaneous vendors and partner organizations.
- Support Executive Director in logistics and communications related to community meetings and workshops.
- Maintain organizational records.
- Provide general administrative support across programming.

Development support:

- Manage donor database Knack, recording and tracking donations, grants and other fundraising efforts.
- Manage lists of donors, contributors, and subscribers.
- Manage annual mailing process for three annual mail campaigns and follow-up acknowledgement letters.
- Participate in Annual Benefit planning, logistics and implementation.
- Research new funding opportunities.
- Manage TRR website's development page as well as LinkedIn page.
- Support production of marketing materials.

Perks:

- Medical benefits
- IRA savings plan with employer contribution
- Join a diverse, creative, passionate and talented team
- Positively impact a key population in need

Availability

- Start Date: February 2023
- Monday-Friday, 9:00-5:00.

Skills and Qualifications

- Commitment to the mission and values of The Refugee Response.
- Demonstrated experience in administrative and/or project management.
- Thrives in an entrepreneurial environment, with the ability to prioritize responsibilities to ensure the goals of the organization are being met while maintaining high quality work.
- Demonstrated planning and organizational skills, with the ability to take initiative and solve problems.
- Positive energy, with excellent interpersonal skills and a collaborative work style.
- Ability to relate to persons with diverse educational, socioeconomic, linguistic and ethnic backgrounds.
- Ability to work independently and also as part of a team with a variety of stakeholders.
- Excellent communication skills, both oral and written.
- Ability to receive and respond positively to constructive feedback.
- Ability to complete and pass a background check.
- Bachelor's Degree or higher, or equivalent experience.

Interested candidates should submit the following information to Anelize Nader at Anelize@refugeeresponse.org with subject title “Head of Administrative Operations Application Materials”:

- Cover Letter
- Resume
- Three references