



Position: Coordinator of Operations (member of Senior Management Team)

Start date: October 2017

Reporting to: Country Director

## **Background**

PIVOT's mission is to combine accessible and comprehensive health care services with rigorous scientific research to save lives and break cycles of poverty and disease. [www.pivotworks.org](http://www.pivotworks.org)

As one of the ten poorest countries in the world with among the most under-resourced health systems, Madagascar suffers from an unjust burden of disease. PIVOT works in direct collaboration with the Madagascar Ministry of Health to improve existing health facilities and to enhance community health delivery. In addition to providing direct healthcare services, PIVOT engages in poverty alleviation initiatives, conducts monitoring and evaluation of health systems strengthening (HSS) activities, and supports research. Founded in early 2014, PIVOT currently operates a \$4M budget, with a staff of nearly 200 people in the rural, remote district of Ifanadiana, approximately 11 hours from the capital city by car. The HSS efforts led by PIVOT aim to directly relieve unnecessary suffering and death among the population near Ranomafana National Park and to serve as a model for national scale up. The organization is partnered with and modeled after Boston-based NGO, Partners In Health (PIH), which implements similar projects in twelve countries. PIVOT has a small Boston-based headquarters seated within the PIH offices.

## **Position Description**

The Coordinator of Operations is a senior, internal-facing position responsible for the efficient and effective running of PIVOT's operations including finance, HR, and logistics (supply chain, fleet, infrastructure, IT, and security). The Coordinator of Operations is a counterpart position to the Coordinator of Medical Programs, responsible for the delivery of all clinical care and programmatic work, and Coordinator of Information, responsible for monitoring, evaluation, and operational research. These three positions are Ranomafana-based with little travel. They work in concert with the Country Director and Coordinator of Systems who oversee the external-facing work of the project managing partners and government relations. These five positions make up the Country Director's Senior Management Team (SMT), which has responsibility for the strategic direction of the project. Reporting to the Coordinator of Operations directly are the managers of the finance, HR, and logistics team explained below:

- **Finance:** currently staffed by a 4-person team, the finance office manages all daily transactions, cash reconciliations, bookkeeping entries, etc. There is no bank in Ifanadiana district, making management of cash an essential piece of the office. Employees are paid via Airtel money and management of those systems as well as employee bank accounts falls to the finance office.
- **HR:** currently staffed by a 5-person team, the HR office manages all employee-related systems, including payroll, the staff medical fund, contracts, and performance reviews for an 180+ person staff and growing.
- **Logistics:** currently staffed by a nearly 70-person team, the logistics office manages five distinct areas. 1) Fleet- 12 vehicles (of which 3 are operated as ambulances) and 12 motorcycles as well as the vehicles and motorcycle drivers. 2) Infrastructure- renovations to existing government health facilities as well as building maintenance/repair and new construction. 3) Supply chain

management- includes procurement (local and international), warehousing, and distribution. 4) IT- maintains the server as well as network of 80+ computers, printers, and IT equipment. 5) General services team manages events and the support staff including cooks, cleaners, and guards.

As supervisor to these teams, the Coordinator of Operations is expected to meet weekly with the manager of each of the three teams to provide direct guidance and support. In addition the Coordinator is expected to roll up his or her sleeves and work alongside the teams to problem solve and provide empowering mentorship over time. Security matters for the organization fall to the Coordinator as well.

As member of the SMT, the Coordinator of Operations is expected to attend the weekly SMT meeting, monthly management meetings, and potentially calls with the expanded leadership team, which includes staff in the Boston office. The largest area of content contribution to the SMT will be in assisting the building of the project's annual plan and budget which takes place in October and November each year.

### **Qualifications and competencies**

- Professional working French (required) as well as English (preferred)
- At least 3 years of relevant professional experience, preferably within a health or development setting, in international projects, with demonstrated progressive management responsibility (of teams and budgets)
- Masters degree preferably in applicable area (such as accounting or systems management)
- Attention to detail and ability to follow through on plans and ideas
- Ingenuity and problem solving approach
- Flexibility (as things change quickly and job descriptions evolve over time)
- Sense of humor
- Commitment to working in solidarity alongside the rural poor

### **Employment details**

- Salary range depends on years of experience and relevant education
- 6 weeks annual vacation in addition to sick time and public holidays
- 6 months housing after which employee is responsible for finding personal housing in the community
- Generous benefits package including retirement contribution
- Annual home leave plane ticket

### **To Apply**

Please submit your CV and letter of interest to [jobs@pivotworks.org](mailto:jobs@pivotworks.org) before August 15, 2017. Applications will be reviewed and interviews scheduled on a rolling basis. Please refer to the job title in the title of your email.

For more information on PIVOT, please visit our website at [www.pivotworks.org](http://www.pivotworks.org).