

Seed Global Health is a 501(c)3 non-profit entity which strives to strengthen health education and delivery in places facing a dire shortage of health professionals by working with partner countries to meet their long-term health care human resource needs. Seed develops powerful partnerships to strengthen health systems globally by investing in human resources for health. Our flagship program is with the Peace Corps and the President's Emergency Plan for AIDS Relief (PEPFAR) as the Global Health Service Partnership (GHSP), a public-private collaboration investing in local capacity and human capital for better health care in resource-limited countries.

Two of Seed Global Health's current main functions are to serve as a coordinating center that provides technical and advisory support to the GHSP program and to raise and disburse loan repayment support to eligible GHSP volunteers.

For more information, please visit www.seedglobalhealth.org

The **Director of Operations (DO)** will be a mission-focused, seasoned, and process-minded leader with experience scaling an organization, and developing a performance culture among a group of diverse, talented individuals. The DO will report to the CEO. The DO must be a leader who is able to help others at Seed deliver measurable, cost-effective results that make the vision a reality. This is an outstanding opportunity for a highly motivated professional to take on a pivotal role in the evolution of a fast-growing, well respected organization. A smaller organization currently, Seed is poised to grow significantly over the next few years requiring the DO to assume greater responsibilities and to oversee increasingly complex programming and strategy.

Responsibilities will include but are not limited to:

Operations

- Contribute to the development of Seed Global Health's strategic goals and objectives as well as the overall management of the organization;
- Ensure that Seed Global Health is adhering to the strategic plan, delivering status reports to the board if required/requested;
- In close collaboration with the CEO and Chief Strategic and Clinical Officer, help oversee and manage relationship with key external partners such as the Peace Corps and PEPFAR;
- Help establish international operations in partner countries including registration, legal counsel, offices, and staff;
- Manage operations in partner countries ensuring accountability and performance of staff there;
- Administer contracts with including, but not limited to, consultants, Seed Plus volunteers, and varied partner agreements;
- Oversee facility and office management logistics and decisions including administering and purchasing office equipment and supplies;
- Supervise insurance protocols including, but not limited to: general liability, fiduciary, foreign packages/coverage, and workers' compensation;
- Upgrade and implement an appropriate system of policies, internal controls, accounting standards, and procedures;
- Coordinate the quarterly reports to the Peace Corps;
- Oversee the organizations' reporting to operational partners and contracts, ensuring the reports are on time and accurate;
- Represent the organization externally, as necessary, particularly in legal negotiations, contracts, promotional activities, and fundraising efforts.

Finances

- In partnership with the Director of Finance, coordinate the development of the annual budgets;
- Assist in developing finance policies/procedures;
- Working closely with the Director of Finance and CEO, support budgeting, financial planning and reporting;
- Develop and/or support accounting/reporting system that provides the organization with quick access to financial information and enables strategic budgeting;
- Work with staff to improve administrative, operational and accounting processes such as treasury management, grants receipt processing, accounts payable, and purchasing;
- Oversight of bi-weekly payroll and monthly debt repayment processing;

Vision/Strategy:

- Bridge national and international operations and support an open-door policy among all staff and provide a strong leadership presence in these oversights;
- Oversee, direct and organize the operational work of the staff of 17 (based in Boston and remotely), working collaboratively with Seed leadership on core partnership and programming needs;
- Promote a culture of high performance and continuous improvement that values learning and a commitment to quality;
- Establish goals and objectives for Seed team members; monitor their performance; conduct annual performance appraisals; and administer salary adjustments;
- Assess organizational needs; determine appropriate resources to move the organization forward (e.g. staff and positions, technology, other resources).

Human Resources:

- Support and develop, as needed, hiring processes for all staff including in-country recruits and staff;
- Oversee employee orientation and onboarding, trainings, relations, compensation, and performance evaluations;
- Oversee, administer and maintain employee benefits (including insurance, I-9's, 401K enrollment, transportation etc);
- Maintain employee files;
- Develop and update an employee handbook.

Communications:

- Work closely with our internal and external communications team to ensure messaging and external outreach reflects Seed's core mission and activities;
- Communicate operations, decisions and programmatic work internally;
- Maintain continuous lines of communication, keeping the CEO informed of all critical issues;
- In collaboration with CEO and Head of Development, assist with liaising to the board including helping with the organization of meetings, logistics, board material preparations, and follow-up. Effectively communicate and present at select board of directors and committee meetings when required.

SKILLS/ABILITIES/COMPETENCIES REQUIRED

- Bachelor's degree required: MBA, MPH, MPP or related degree preferred;
- Experience in scaling a multi-site organization and a demonstrated ability in both leading and building the capabilities of a driven, bright, diverse team;
- Minimum 2 years of professional experience at an office managerial level with at least 5 years in Operations and Human Resources;
- Working in an international context and/or start-up environment preferred;
- Broad experience with the full range of business functions and systems, including strategic planning, organizational development, business analysis, finance, information systems, human resources, and marketing;

- Ability to develop and empower team members from the bottom up, lead from the top down, enforce accountability and cultivate entrepreneurship;
- Excellent judgment and creative problem solving skills, including negotiation and conflict resolution skills;
- Familiarity with clinical medicine and nursing preferred;
- Proven track record of success facilitating progressive organizational change and development within a growing organization and experience in managing a “values-driven” organization;
- Ability to think strategically, anticipate future consequences and trends, and incorporate them into the organizational plan;
- Ability to work well both independently and as part of a multidisciplinary team;
- Exceptional organizational and time management skills and a track record in setting priorities for himself/herself, as well as for other team members; ability to organize priorities effectively, asking for direction when appropriate;
- Exceptional written, oral, interpersonal, and presentation skills and the ability to effectively interface with senior management, Seed Global Health’s board of directors, and staff;
- Excellent computer skills, including strong command of the Microsoft Office suite; knowledge of Filemaker a plus;
- Demonstrated cross-cultural sensitivity and ability to build respectful relationships with colleagues from different cultural, linguistic, and educational backgrounds;
- Personal qualities of integrity, credibility, and dedication to the mission of Seed Global Health;
- Candidate should be prepared to travel several times per year to settings with basic accommodations.

WORKING CONDITIONS

- Will be based in Boston, Massachusetts
- Will be based in an office environment.
- Will be expected to travel nationally and/or internationally several times per year.

COMPENSATION

- Competitive base salary commensurate with experience, as well as health, dental, disability, 401(k), and vacation benefits.

APPLICATION AND QUESTIONS

- To apply, please submit a cover letter, resume, and list of three references through [Seed’s job application portal](#).
- If you have questions, please contact jobs@seedglobalhealth.org.