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| **Job Title:** Administrative Manager | **Reports to:** Head of Operations |
| **Department:** Operations | **Salary Grade:** 7 |

**About CRS**

Catholic Relief Services is the official international humanitarian agency of the Catholic community in the United States. CRS works to *save, protect, and transform* lives in need in more than 100 countries, without regard to race, religion or nationality. CRS’ relief and development work is accomplished through programs of emergency response, HIV, health, agriculture, education, microfinance and peacebuilding.

**Job Summary:**

You will manage the provision of responsive, effective, and efficient administrative services and coordinate functions in two of the following operations areas - Human Resources, Logistics in the supply chain, Procurement for programming, and/or Fleet - in support of the Catholic Relief Services’ (CRS) mission to serve the poor and vulnerable. You will promote and ensure stewardship of resources and a high-quality service approach are integrated into administrative systems, policies, and procedures.

**Roles and Key Responsibilities:**

* Plan, coordinate, monitor and report on activities and required resources to ensure cost efficient and quality service delivery from administrative support functions. Anticipate delivery challenges to ensure service continuity.
* Oversee and coordinate facility management of PAP office.
* Responsible for monthly fuel reconciliation for vehicles and monthly generator utilization report and fuel reconciliation.
* Responsible for coordination of all local logistics for arrival of all TDY visitors to the Haiti CP.
* Help address challenges that affect the proper stewardship and optimal utilization of program assets and resources.
* Ensure administrative systems, processes, and policies are in line with agency standards and donor and local law regulations. Recommend changes in office practices and coordinate revision of systems, policies, and procedures to contribute to operational excellence.
* Oversee the efficient use and management of CP assets and rented facilities. Ensure fully compliant procurement for office supplies and asset management systems. Organize inventory monitoring, control, and reporting. Sim card management and monthly
* Effectively manage administrative talent and supervise. Provide technical guidance and oversight to administrative offices in remote offices, in collaboration with head of office. Manage team dynamics and staff well-being. Provide coaching, tailor individual development plans, and complete performance management for direct reports. Monitor and assess performance to ensure capacity for successful support of high quality programming.
* Serve as the key liaison, manage contracts, and maintain relationships with relevant external stakeholders (landlords, service providers, hotels, airlines, mobile phone, etc.) on assigned administrative matters and ensure required authorizations and documents are up-to-date.
* Help ensure staff have access to relevant information, training, and safety materials and equipment to ensure a safe and sound work environment.
* Manage and provide monthly accurate reporting on the provision of travel and logistics support and services to staff and visitors. Manage event planning activities, including delegation visits, trainings and workshops.

**Basic Qualifications**

* Bachelor's Degree in Business Administration or other relevant field. Master's Degree would be a plus.
* Minimum of 5 years work experience in administrative support functions, with increasing responsibility. Office management experience a plus. Experience with an NGO a plus
* Proficiency in English, French and Creole.

***Required Languages*** - List languages required to perform the job

***Travel***- include percentage of required travel, if applicable. Could be stated as Must be willing and able to travel up to X %.

***Knowledge, Skills and Abilities***

* Very good planning, organizational and time management skills
* Ability to make sound judgment and good decisions
* Strong customer service orientation with very good communication and interpersonal skills
* Ethical conduct and ability to maintain confidentiality
* Proactive, resourceful, solutions-oriented and results-oriented

**Preferred Qualifications**

* Procurement experience a plus.
* Staff management experience and abilities that are conducive to a learning environment a plus.
* Proficient in MS Office package (Excel, Word, PowerPoint, Visio) and information management systems.

**Agency REDI Competencies (for all CRS Staff):**

Agency competencies clarify expected behaviors and attitudes for all staff. When demonstrated, they create an engaging workplace, help staff achieve their best, and help CRS achieve agency goals. 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.

* **Personal Accountability** – Consistently takes responsibility for one’s own actions.
* **Acts with Integrity** - Consistently models values aligned with CRS Guiding Principles and mission. Is considered honest.
* **Builds and Maintains Trust** - Shows consistency between words and actions.
* **Collaborates with Others** – Works effectively in intercultural and diverse teams.
* **Open to Learn** – Seeks out experiences that may change perspective or provide an opportunity to learn new things.

**Agency Leadership Competencies:**

* **Lead Change** – Continually looks for ways to improve the agency through a culture of agility, openness, and innovation.
* **Develops and Recognizes Others** – Builds the capacity of staff to reach their full potential and enhance team and agency performance.
* **Strategic Mindset** – Understands role in translating, communicating, and implementing agency strategy and team priorities.

**Supervisory Responsibilities (if none, state none)**

**Key Working Relationships:**

**Internal**

**External**

*\*\*\*Our Catholic identity is at the heart of our mission and operations. Catholic Relief Services carries out the commitment of the Bishops of the United States to assist the poor and vulnerable overseas. We welcome as a part of our staff people of all faiths and secular traditions who share our values and our commitment to serving those in need. CRS’ processes and policies reflect our commitment to protecting children and vulnerable adults from abuse and exploitation.*

*Disclaimer:  This job description is not an exhaustive list of the skill, effort, duties, and responsibilities associated with the position.*

**CRS' talent acquisition procedures reflect our commitment to protecting children and vulnerable adults from abuse and exploitation.**

**CRS prioritizes candidates who are citizens/ permanent residents of the countries where we have CRS offices.**

**CRS is an Equal Opportunity Employer**