



WOMEN INFLUENCING  
HEALTH, EDUCATION AND RULE OF LAW

## Operations And Human Resources Associate Job Description

### **OUR COMPANY:**

WI-HER, LLC (Women Influencing Health, Education, and Rule of Law) is an international consulting firm that identifies and implements creative solutions to complex health and social challenges to achieve better, healthier lives for all persons. We employ an integrated, multisectoral approach that works across sectors to improve health outcomes and achieve sustained development. WI-HER, LLC is a woman-owned small business based in Vienna, VA. Our office is fully remote at this time.

### **PRIMARY PURPOSE:**

This is a unique opportunity for an individual with a strong blend of operations, administration and human resources experience as well as an interest in global development and public health. The candidate would support the Chief Operating Officer and the Director of Compliance and Operations and would be generally responsible for maintaining an efficient workflow, managing day to day business operations, supporting the administrative needs of our technical team, supporting field team operations and managing the hiring and on-boarding processes for new staff members.

**DISCLAIMER:** The below is an outline of generally the candidate we're looking for, and roughly the responsibilities we'd like fulfilled by this position. But in truth, we're not sure exactly what this role is going to look like long term, other than: we absolutely need this role long term, likely with more ownership and responsibility attached.

The individual who is the right fit for this role will not only need to be okay with some ambiguity and uncertainty as we figure out the exact scope of the role together, but will be excited by the opportunity: to apply your experience, determination, and creativity towards building out a new role that both creates leverage for our leadership team and helps us achieve WI-HER's mission in creating healthier and better lives for all persons in the global communities we serve.



## **PRIMARY RESPONSIBILITIES:**

### **Human Resources duties including, but are not limited to the following:**

- Research, implement and administer all company benefit plans.
- Maintain all personnel policies and procedures and provide guidance and interpretation to staff.
- Maintain in-depth knowledge of legal requirements related to HR, reducing legal risks and ensuring regulatory compliance.
- Maintain knowledge of industry trends and make recommendations to Leadership Team for improvement of organization's policies, procedures and practices on personnel matters.
- Employee Relations: point person for all staff regarding HR matters.
- Manage full-cycle recruitment of new employees with guidance from the technical team, including placing advertisements, initial screening, consulting with internal hiring managers and managing orientation and onboarding process.
- Develop and maintain human resources systems.
- Manage staff training/development program.
- Maintain all personnel files.
- Oversee performance evaluation procedures.
- Draft consulting agreements as requested.

### **Operations and Administration duties including, but are not limited to the following:**

- Run executive logistics acting as a filter and lever for requests, information, and key details so that our executive team can spend longer periods of time away from communication to facilitate focus and progress on mission-critical objectives.
- Manage and oversee office services functions including office equipment, supplies and vendors.
- Manage day to day operations and business administration.
- Play leading role in implementing efficient workflow.
- Track staff requests pertaining to operations tenant-landlord issues.
- Maintain current professional insurance policies and act as point person for insurance certificate requests from staff, vendors and clients.
- Coordinate staff travel when needed including field staff.
- Coordinate and/or assist with special projects as needed to support business development.
- Participate and contribute to the overall success of our team and ensure that we are operating as a cohesive unit to achieve our ultimate mission.



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## THE REQUIREMENTS:

*In order for this role to operate effectively, the following requirements must be met:*

- Strong commitment to WI-HER's mission and global development.
- Previous experience as an Operations/Human Resources Associate/ Executive Assistant or similar role.
- At least 2-5 years of experience in human resources and operations at an international for-profit or similar organization.
- Advanced knowledge of Excel, PowerPoint and Word.
- Resourcefulness in setting priorities and proposing new ways of creating productivity and efficiencies in people and systems.
- Ability and desire to collaborate with a diverse, multicultural and multidisciplinary team.
- Have a demonstrated ability to handle confidential information and use discretion in communicating potentially sensitive information with clients, team members, and the company's broader network.
- Have crystal clear professional written and verbal communication skills with the ability to work with clients, partners, vendors, and internal team members alike.
- Have exacting organizational standards and a calm and friendly, yet persistent follow-up focus in order to ensure things get done on time.
- Have a demonstrated ability to rapidly adapt to new technologies and software, as well as learn independently as needs come up.
- Have solid proficiency with the full Google Suite of products.
- Have a strong, consistent internet connection and a work environment conducive to video calls.

*Preferred, but not required qualifications include:*

- Language skills
- Previous sales and/or customer service experience directly interacting with clients or customers.
- Experience and/or knowledge with USAID or other donor funded programs.
- Experience with Google Workspace administration.
- Experience with Wordpress (in particular, content management and Gravity Forms).

## NEXT STEPS

For immediate consideration, please forward your resume/CV (maximum 4 pages with saved in the following format Last name\_First Initial\_Position applied for) to Razan Farmand



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apply@[wi-her.org](mailto:wi-her.org). Please indicate your name and position in the subject line.

Applications due by **January 27, 2022** (or until filled).

*WI-HER is committed to fostering a diverse, multicultural work environment and welcomes a range of backgrounds, life experiences, perspectives, and opinions. WI-HER provides equal employment to all and has zero tolerance towards discrimination on the basis of race, color, religion, sex, sexual orientation, gender identity or expression, pregnancy, national origin, citizenship, age, marital status, disability, medical condition, or any other characteristic protected by state or federal laws.*