



Domestic Operations Assistant Job Description

Job Title:	Domestic Operations Assistant
Level and Grade:	Assistant, 20
Job Type:	Part-time
Reporting Manager:	Senior Director, Domestic Operations
Department:	Domestic Operations – Finance & Administration
Office:	HQ
Date:	October 1, 2021

About Corus:

Corus International is the parent of a family of world-class organizations working to deliver the holistic, lasting solutions needed to end extreme poverty once and for all. We are a global leader in international development, with 150 years of combined experience across our brands. Our nonprofit and for-profit subsidiaries include IMA World Health and its fundraising brand Corus World Health, Lutheran World Relief, CGA Technologies, Ground Up Investing, and Farmers Market Brands. Our more than 800 employees around the globe are experts in their fields and dedicated to helping the world's most vulnerable people break the cycle of poverty and lead healthy lives.

At Corus we believe that good only grows stronger and we reflect that belief in our workplace culture. We value every employee's specialized area of expertise and nurture professional growth. We promote an engaging and supportive work environment, where employees feel enabled and driven to innovate, learn and collaborate. And because our subsidiaries often function as partners, our employees have the opportunity to work across our enterprise family.

Corus is committed to diversity, equity, and inclusion in our worldwide workplace, and we believe that social justice and respect for the human dignity of every person are fundamental to all we do as an organization.

Further details about the organization can be found at: <https://corusinternational.org>

Job Brief:

Position Summary:

The Domestic Operations Assistant (DA) provides office operational support for the Senior Director, Domestic Operations; and provides high quality, reliable office administration and facilities management. The DA organizes, coordinates, and helps manage office operations and procedures to ensure organizational effectiveness and efficiency. S/he will present a professional image of Corus International to the public over the phone and in person.

Key Result Areas:

The success of this role is measured by the following KRAs:

- Support/assistance provided within deadlines in a timely and efficient manner

- Deliver outputs in a professional manner
- Priorities and information are managed efficiently and effectively
- Communications with all staff & guests are professional
- Confidential information is stored securely and kept confidential
- All administrative/operational tasks are completed in an accurate and timely manner
- Staff have access to well managed allocation of supplies
- Issues with equipment are monitored and resolved effectively

Roles and Responsibilities:

1. Reception/Front Desk Support:
 - a. Greet and monitor front office traffic which includes staff, visitors, vendors, and volunteers.
 - b. Answer general questions about Corus International's activities and projects
 - c. Answer, field, screen, and direct calls in a polite, professional manner.
 - d. Takes accurate messages when necessary.
 - e. Checks general (main number) voice mail daily and inform or forward emails as appropriate.
2. Office Administration:
 - a. Manages office equipment and general office supplies.
 - b. Administers the phone and voice message system.
 - c. Trains new staff on phone and office equipment usage.
 - d. Process office operation invoices for payment.
 - e. Manage incoming/outgoing shipments.
 - f. Process mail to maintain segregation of duties by processing contributions (checks) arriving in the mail from donors.
 - g. Organize and schedule conference room meetings and appointments for staff and incoming guests as needed.
 - h. Prepare, proofread, format and process organizational wide correspondence.
 - i. Maintain common areas such as copy room, kitchen, conference rooms, etc.
 - j. Arrange and manage hotel reservations for incoming staff/guests as needed.
3. Facility Management Assistance:
 - a. Act as point of contact (in conjunction with Senior Director, Domestic Operations) with landlord on building management issues; as well as first responder for emergencies.
 - b. Assist in management of routine and non-routine contracted maintenance work, furniture and equipment purchases, space planning, staff office moves, and other requests as directed by the Senior Director, Domestic Operations.
4. On- and Off-Boarding Staff:
 - a. Provides on-boarding/off-boarding items as needed, as directed by the Senior Director, Domestic Operations.
5. Executive Office Support:
 - a. Provide key backstopping for the Senior VP of Finance and Administration (SVPF&A), core executive team, and other senior management staff from the Baltimore Office in the areas of office support while in the DC office, hotel & travel reservations, various administrative tasks as needed.

Supervisory:

This role reports to the Senior Director, Domestic Operations

This role has ZERO direct reports

Education:

Four years of high school, vocational school or equivalent required, Two years of college or technical school preferred

Qualifications:

One to three years office administration / administrative assistant experience

Other Duties:

This job description is not designed to cover or contain a comprehensive list of activities, duties, or responsibilities for the position. Duties, responsibilities, and activities may change at any time with or without notice. All positions are required to perform any additional tasks assigned by the supervisor. Global positions that are bound by contracts will not be changed without notice and approval.

Working Conditions, Travel and Environment:

This position is based in our Washington DC office. Monday – Friday from 10am to 3pm. There will not be any international or domestic travel requirements.

Diversity, Equity, Inclusion and Zero Tolerance to Abuse

As a member of the Corus Family, each employee is expected to:

- Help to develop and maintain an environment that welcome and develop a diverse workforce.
- Foster a work environment where everyone feels valued and included.
- Support employees' evaluation and promotion processes based on skills and performance.
- Promote a safe, secure, and respectful environment for all members of Corus family, stakeholders in general, and particularly for the communities we serve.
- Follow Corus Code of Conduct helping to prevent any type of abuse including workplace harassment, sexual abuse, and exploitation, and trafficking in persons.
- Adhere to the Organizational Core Values

<i>Corus International prohibits discrimination and harassment of any type and affords equal employment opportunities to employees and applicants without regard to race, color, religion, sex, age, national origin, disability status, sexual orientation, protected veteran status, or any other characteristic protected by U.S. or International law.</i>
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