



## Senior Associate, Domestic Operations Job Description

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<b>Job Title:</b>	Senior Associate, Domestic Operations ( <i>DC Office Manager</i> )
<b>Level and Grade:</b>	Sr. Associate, 60
<b>Job Type:</b>	Full-time
<b>Reporting Manager:</b>	Senior Director, Domestic Operations
<b>Department:</b>	Domestic Operations – Finance & Administration
<b>Office:</b>	HQ
<b>Date:</b>	January 2022

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### 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 Sr. Associate, Domestic Operations (SADO) provides high quality, reliable, office administration and facilities management. The SADO independently organizes, coordinates, and manages 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 principally by the following KRAs:

- Independently managing office matters in a timely and professional matter.

- Staff the front desk, professionally greeting and representing Corus to all staff and visitors to the office as well as those calling into the office.
- Manage and resolve issues with office equipment timely and efficiently with low impact to staff
- Manage and stock office supplies so staff have ready access to needed supplies.
- Independently process mail and packages daily.
- Independently track and assign building and suite(s) key fobs for security access.
- Successfully monitor and analyze monthly budget vs. actual expenses for the Domestic Operations department

### **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 responds to or forwards messages as appropriate.
  - f. Manages general email inbox and responds to or forwards messages as appropriate
  - g. Create and manage Domestic Operations sharepoint page to streamline SOPs and communications to enhance hybrid working model for staff.
  
2. Office Administration/Administrative Support:
  - a. Act as DC Office main Point of Contact (POC) for general questions, refer routine matters to appropriate persons, follow up, determine when action is required, and provide recommendations as needed.
  - b. Manages and distributes as needed security key-fobs & ID badges
  - c. Manages office equipment (copiers, coffee machines, etc.), ensuring they are functioning properly and stocked with necessary toner, paper, coffee, creamer, etc.
  - d. Manages general office supply inventory and orders supplies as needed
  - e. Manages and administers the phone and voice message system.
  - f. Manages the training of new staff on phone and office equipment usage.
  - g. Independently processes office operation invoices for payment by ensuring accurate GL coding and submission to AP, and acts as the initial approver for Operational invoices.
  - h. Manage incoming/outgoing shipments by utilizing organizations shipment vendors (DHL/FedEx/USPS) and processing shipment labels as necessary.
  - i. Creating and maintaining online USPS account for mail processing
  - j. Manages the office mail process to maintain segregation of duties. Independently processes contributions (checks) arriving in the mail from donors by logging into a spreadsheet and forwarding to our Baltimore office for deposit.
  - k. Manages main conferences rooms when applicable by organizing and scheduling conference room meetings and appointments for staff and incoming guests as needed.
  - l. Independently prepare, proofread, format and process organizational wide correspondence.
  - m. Manage and maintain common areas such as copy room, kitchen, conference rooms, etc. by ensuring areas are neat and stocked with all necessary supplies.
  - n. Arrange and manage hotel reservations for incoming staff/guests as needed.
  
3. Facility Management:
  - a. Act as POC with landlord on building management issues; as well as first responder for emergencies. Works with Senior Director for Domestic Operations when proper approvals are needed.
  - b. 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. Budget Planning, Monitoring & Reporting

- a. Assist the Senior Director for Domestic Operations in the creation of the annual and mid-year budget for the department.
  - b. Monitor and analyze monthly budget vs. actual expenses for the Domestic Operations department
  - c. Collaborates with the General Finance team and senior executives and functional team leads to address budget related queries.
5. On- and Off-Boarding Staff:
    - a. Manages the DC office onboarding to new staff, and independently provides effective on-boarding/off-boarding presentations and materials as needed.
  6. Executive Office Support:
    - a. Provide key backstopping for the core executive team as needed.

### Supervisory:

This role reports to the Senior Director, Domestic Operations

This role has zero direct reports

### Education & Qualifications:

- Bachelor's degree in business management or a relevant field preferred
- 3-5 years professional office management experience.
- 3-5 years' experience supporting business operations including contract management and purchasing, office leasing, financial/budget analysis, IT and communication system support, and operating procedure design, development, and training.
- Attention to detail - accurate and attentive to detail in presentations, writing, editing, typing, and filing.
- Demonstrated experience in supporting the creation of and reconciliation of budgets (including, but not limited to tracking costs and processing invoices, vendors/contracts, and budget variance analyses).
- Exceptional customer service orientation in a multi-cultural context. Excellent interpersonal skills and ability to work effectively within a diverse workforce.
- Ability to work in a fast-paced environment and successfully prioritize, organize and carry out multiple projects and tasks efficiently under pressure.
- Ability to prioritize, organize, and carry out multiple tasks efficiently under pressure and with little supervision; ability to accept supervision.
- Strong written and verbal communication skills.
- Ability to develop and deliver clear and concise training curriculum and other presentations to staff, vendors, and other stakeholders.
- Innovative problem solver with demonstrated ability to critically assess existing work processes and deliver a range of viable business process improvement options for management review.
- Strong organizational and project management skills, attention to details, and the ability to manage multiple tasks under tight deadlines and competing priorities.
- Proficiency with Microsoft Outlook and Office Suite, with experience in Excel and enterprise solutions supporting an organization's administrative operations.

### 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. There will not be any international travel requirements, and minimal domestic travel requirements. There will not be any remote/working from home opportunities for the first 6 months of employment.

### **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

*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.*