



POSITION DESCRIPTION

Position Details

Position Title: Process and Information Management Coordinator

Reports to Position Title: Senior Advisor, International Programs

Position Summary

- You are interested in making a true social impact in the work that you do.
- You are interested in working for an International Non-Governmental Organization that is looking to double its revenue in the next three to four years.
- You enjoy organizing information and systems to create efficiencies and smooth processes.
- Words that inspire you to thrive in your work include but are not limited to CHANGE, GROWTH, and EFFICIENCY.
- You come from a high performing background and you want to contribute to the change and growth we are looking to achieve in our organization.
- You are a committed and driven individual.

Reporting to the *Senior Advisor of International Programs*, (working closely with the Donor Relations team and Marketing/Communications team), the **Process and Information Management Coordinator** is responsible for improving and managing the flow of information between our office in Calgary and our offices in India, Ghana, Kenya, Zambia and Nepal. This role is accountable for creating systems and processes to ensure information is available to Donor Relations, Finance and Marketing & Communications, while reducing the demands on the International Programs teams. This role will also be responsible for participating on the Management Information System (MIS) implementation project team. If you are the successful candidate, you will ensure each team has timely access to the information they need, and that the information is presented in a digestible and usable format. By creating efficiencies and ensuring strategic information flow, you will be crucial in meeting annual targets for allowing Operation Eyesight to achieve its strategic goal of raising \$12 million by 2021.

Duties and Responsibilities

- Develop a firm understanding of the business of Operation Eyesight.
- Manage the flow of information from the International Programs teams to the Donor Relations, Finance and Marketing & Communications teams.
- Manage and prioritize information requests to the International Programs teams and serve as the main point of contact for asking and answering questions.



- Facilitate learning exchanges between all our countries of work, so each department gains an in-depth understanding of our fundraising, communications and programming needs and can work together to achieve Operation Eyesight's strategic priorities.
- Achieve a bird's-eye view of our programs and projects, identifying challenges, opportunities and possible areas for inter-departmental collaboration.
- Understand Operation Eyesight's funding priorities, educate the Donor Relations team on those priorities and provide fundraising support as needed.
- Keep the team updated on successful proposals, project changes, trends in the industry and other relevant information.
- Develop and streamline organization-wide processes for developing and managing funding priorities, proposals, gift agreements, stewardship reports and other donor materials, and effectively communicate these with staff.
- Develop and streamline organization-wide processes for managing international projects and gifts received, including budget phasing for each program, and effectively communicate these with staff.
- Update and implement Standard Operating Procedures and hold others accountable for adhering to those procedures.
- Participate on the MIS project task force as a subject matter expert.
- Identify improvements to your role, the Donor Relations team and Operation Eyesight overall; work with your teammates to implement solutions.

Job-Related Skills

- Excellent planning, organization, project management and time-management skills.
- Excellent written and verbal communications skills.
- Process-oriented and systematic, with a natural inclination to document work.
- A team-player who is also able to work independently and be self-motivated when necessary.
- Eagerness to learn, develop solutions and educate others.
- Ability to take the initiative and hold others accountable.
- Professional demeanour, with the ability to build relationships with a wide range of people – across various departments and countries of work.
- Knowledge of fundraising principles is an asset.
- A desire and passion to make a difference in developing countries through sustainable, community-based eye health solutions.

Education/Training/Experience

- Bachelor's degree in a related field (Business, Process Management, Administration).
- 3-5 years experience in a project management, information and process management, administration, or related role.
- Non-profit and/or NGO experience is an asset.
- Experience with MIS is a strong asset.
- Computer competency with MS Office, word-processing, spreadsheet applications, and project management and CRM tools.



- Experience with Salesforce will be considered an asset.
- Demonstrated experience with project management and execution.
- Demonstrated experience with process management and creating efficiencies in an organization.
- Experience working with international and/or intercultural teams is an asset.

If you are interested in this position and meet the above criteria, please send your cover letter and resume, including salary expectations, in confidence to recruitment@activatehr.ca. Please state “Process and Information Management Coordinator” in the subject line. The posting will close on Friday, Jan 11, 2019. We thank all applicants, however, only those selected for an interview will be contacted.

Values

Operation Eyesight’s values:

- Quality and Excellence
- Comprehensiveness and Collaboration
- Accountability and Transparency
- Empowerment and Transformation
- Adaptability and Flexibility
- Equitably and Respect
- Innovation and Creativity