



Service. Healing. Transformation.

Manager of Administration, Dominican Republic

About the Organization

One World Surgery (OWS) is a global nonprofit organization with the vision of a world committed to safe, timely and accessible surgical and primary care. One World Surgery's three cornerstone programs include operating global medical centers with our Dominican and Honduran teammates, leading medical missions, and supporting local medical communities through education and training. OWS funds and operates the world-class Holy Family Surgery Center in The Dominican Republic and the Saint Mother Teresa Medical Center in the Dominican Republic. Our mission is equally focused on providing access to medical care globally and igniting the spirit of service. We are dedicated to helping thousands of underserved patients receive surgical and primary care and helping hundreds of physicians, nurses and others contribute to making a positive impact on global health.

At One World Surgery, our teammates are passionate about our mission; the work we do and the people we serve energize us. Our values guide how we perform our work, and they shape our organizational culture. We embrace a growth mindset, constantly learning and sharing knowledge (*Education*). We are committed to achieving ever-higher standards and impactful results (*Excellence*). We promote accountability and reliability, both personally and collectively (*Responsibility*). We seek opportunities to serve others (*Spirit of Service*) and treat others and ourselves with dignity, respect, and grace (*Compassion*). We foster a sense of community with our volunteers, partners, donors, and patients, valuing different perspectives and cultures (*Community*).

Position Summary

We are seeking an experienced manager to oversee human resources, information technology, risk management, regulatory compliance, and knowledge management for our global medical center in the Dominican Republic. The Manager of Administration will be responsible for implementing global organizational strategies and achieving organizational goals in these areas for the Dominican Republic. The ideal candidate will possess strong leadership skills, excellent communication and interpersonal abilities, and experience managing complex projects

Reports to: Director of Administration

Supervises: Human Resources Coordinator, Administrative Assistant

Key Responsibilities

Human Resources (50%)

- Oversee local implementation of organization-wide initiatives such as annual teammate engagement survey, mid-year development conversations, end of year performance evaluations, and local Time for Team events
- Partner with local leadership to recommend and implement strategies to increase teammate engagement

- Ensure compliance with local labor laws and seek legal guidance, as needed
- Manage relationship with payroll vendor and oversee payroll process
- Partner with local HR Coordinator to provide training and development opportunities for teammates and support managers with personnel issues
- Communicate organizational and local updates with teammates in the Dominican Republic
- Partner with local administration team to coordinate activities to improve local teammate engagement and promote OWS values and culture
- Develop and manage the annual administration budget for the Dominican Republic
- Maintain accurate and complete employee records for all teammates in the Dominican Republic
- Oversee recruitment, hiring, onboarding, performance management, and offboarding for teammates in the Dominican Republic
- Maintain inventory of office supplies, equipment, and furniture
- Manage teammate workstation assignments and optimize workspace utilization

Risk Management, Regulatory Compliance, and Knowledge Management (25%)

- Ensure legal and regulatory compliance in the Dominican Republic including obtaining and maintaining relevant permits and licenses required for operations including NGO status, tax exoneration status, operating permit, pharmacy/controlled substances permit, environmental permits
- Review and negotiate contracts, memorandums of understanding, and other agreements with local partners and vendors, ensuring proper review, approval, and documentation
- Manage the organization's insurance portfolio in the Dominican Republic
- Work across divisions to maintain local capital inventory
- Ensure compliance with local customs and importation regulations
- In partnership with the Medical Director and Clinical Operations Director, network and manage relationships with local government and other public entities and provide support in navigating local systems
- Implement organizational information governance initiatives in the Dominican Republic including policy development, communication, storage, and implementation of Standard Operating Procedures

Information Technology (10%)

- Manage outsourced relationships with local information technology providers and equipment vendors
- Work with vendors and partners to ensure proper functioning of internet, hardware, and software in the Dominican Republic
- Implement organizational technology use and data security policies
- Oversee local inventory of IT equipment
- Provide training and basic troubleshooting support to the Dominican Republic teammates
- Develop and implement plans to ensure the continuity of local technology services in the event of emergencies or outages

Leadership (10%)

- Foster a collaborative and positive work environment promoting teamwork and open communication

- Promote teammate growth through hiring, training, coaching, feedback, performance evaluations, and professional development opportunities
- Evaluate current systems, structures, and staffing with focus areas for ability to sustain the organization's growth, implementing changes and new systems as needed

Finance (5%)

- Provide on-site support to local Accountant
- Develop and manage the annual administration budget for the Dominican Republic
- Ensure availability of funds via monthly transfer requests
- Confirm availability of payroll funds prior to cut-off date and follow-up with global finance team and NPH partners, as needed
- Support projects to enhance efficiency between Finance department and local team

Required Qualifications

- At least 3 years of experience managing a team, in a nonprofit/NGO or healthcare setting preferred
- At least 2 years of experience in human resources
- Advanced English skills preferred (spoken and written)
- Intermediate knowledge of Dominican labor laws
- Strong leadership, communication, and interpersonal skills
- Experience managing complex projects
- Meticulous attention to detail and excellent organizational and time management skills
- Ability to manage, prioritize, and delegate multiple projects and responsibilities
- Excellent critical thinking and problem-solving skills
- Meticulous attention to detail and excellent organizational and time management skills
- Excellent technology skills including experience with the Microsoft Office Suite and the ability to quickly learn new applications
- Ability to manage, prioritize, and delegate multiple projects and responsibilities
- Passion for service and global health
- Excited to work on a diverse global team

Location: One World Surgery's facilities are located on the property of Nuestros Pequeños Hermanos San Pedro De Macoris, Dominican Republic

Status: This position is Full time. Occasionally, evening and weekend hours are required.

Benefits: One World Surgery provides all benefits as required by Dominican Law. One World Surgery also provides private employee bus service, lunch during all workdays, and breakfast during medical missions.