



Service. Healing. Transformation.

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 Honduras 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:

The Supply Chain Manager is responsible for leading end-to-end supply chain operations across One World Surgery's global programs. This role ensures medical and surgical supplies, equipment, and donated goods are procured, transported, and delivered to Honduras and the Dominican Republic in compliance with local regulations while supporting quality patient care and responsible stewardship of organizational resources.

The Supply Chain Manager directly supervises the Honduras Inventory Manager and Dominican Republic Inventory Specialist, providing leadership, coaching, and operational oversight to ensure inventory accuracy, mission readiness, and standardized supply chain practices across both countries.

This position oversees procurement, international freight, customs compliance, container shipments, gift-in-kind donations, inventory management, budget stewardship, and related financial processes. The ideal candidate is self-directed, highly organized, and mission-driven, with experience in logistics, inventory management, vendor relations, and leading remote teams in a collaborative, cross-cultural environment. Success in this role requires excellent communication, a willingness to learn, adapt, and take on new initiatives, strong problem-solving skills, and the ability to collaborate effectively across countries, cultures, and departments to support safe, high-quality patient care.

Reports to: Director of Clinical Quality and Services

Direct Reports: Honduras Inventory Manager, Dominican Republic Inventory Specialist

Key Responsibilities:

Team Leadership and Development

- Directly supervise the Honduras Inventory Manager and Dominican Republic Inventory Specialist
- Establish clear performance expectations, priorities, and measurable goals aligned with organizational objectives
- Conduct regular one-on-one meetings to provide coaching, feedback, and professional development
- Promote collaboration, communication, and standardized inventory practices across both sites
- Support onboarding, training, and competency development for supply chain teammates
- Build leadership capacity within the in-country teams to strengthen operational sustainability

Customs, Compliance, and Tax Exoneration

- Prepare, organize, and submit all customs documentation, shipping paperwork, and tax exoneration applications, and regulatory filings
- Maintain current knowledge of import regulations and country specific requirements
- Coordinate with in-country legal and administrative teams to maintain import registrations, exoneration approvals, and regulatory authorizations

Container Shipments, Freight, and Medical Mission Logistics

- Oversee the planning and execution of container shipments (4-6 annually)
- Manage domestic and international freight, including parcel, less than truckload (LTL), and full container shipments
- Track shipments from origin to destination and resolve transportation, customs, or delivery issues
- Coordinate mission supply needs and serve as the primary coordination contact for volunteers carrying or donating supplies
- Partner with in-country teams to ensure shipments are received, documented, and tracked according to policy

Procurement, Donations and Vendor Management

- Identify opportunities to improve efficiency and reduce costs while maintaining quality and patient safety
- Provide day-to-day leadership of the Honduras and Dominican Republic inventory teams, ensuring accountability for inventory accuracy, purchasing activities, shipment coordination, and mission readiness
- Lead US purchasing of medical and surgical supplies and equipment
- Serve as the primary point of contact for donated supplies and equipment
- Manage vendor and supplier relationships, pricing, delivery performance, and purchasing activities
- Review and process vendor invoices and maintain audit-ready procurement records

Gift-in-Kind Donations and Grants

- Maintain accurate records of all gift-in-kind donations

- Ensure donor acknowledgements and documentation comply with organizational, audit, and IRS requirements
- Partner with Finance to maintain complete gift-in-kind records
- Coordinate operational activities related to in-kind donation grants, including documentation, donor communication, tracking, and reporting
- Support Development by providing operational information and supply chain expertise for grant opportunities

Inventory and Budget Management

- Will oversee US supply chain and freight accounts in the budget related to US purchases
- Maintain and continuously improve the ENVI inventory management system
- Ensure data integrity, product catalog accuracy, and inventory standardization
- Provide day-to-day leadership and operational oversight of the Honduras and Dominican Republic inventory teams, ensuring accountability for inventory accuracy, purchasing activities, shipment coordination, and mission readiness

Required Qualifications:

- Bachelor's degree or equivalent combination of education and experience
- Minimum 5 years of experience in supply chain, logistics, procurement, or related operations
- At least 1 year of people management experience
- Bilingual English/Spanish
- Strong vendor management and procurement experience
- Proficiency with inventory management systems and Microsoft Office
- Demonstrated project management and organizational leadership skills
- Experience driving improvement and operational change
- Ability to prioritize competing initiatives while developing team capability
- Excellent communication, organization, and problem-solving skills with ability to manage multiple priorities independently
- Demonstrated commitment to mission-driven work
- Domestic travel required for container loading activities (approximately 4–6 times annually). International travel to Honduras and the Dominican Republic approximately 1–2 times annually.

Preferred Qualifications:

- Experience in nonprofit, global health, humanitarian, or medical mission organizations
- Experience managing international freight, customs, tax exoneration, or import processes in Latin America
- Experience managing remote, international, or cross-cultural teams
- Familiarity with gift-in-kind donation programs and donor compliance requirements
- Experience with ENVI or similar inventory management platforms

Location: Fully remote. Candidates may be located anywhere in the United States; candidates located in the Minneapolis St. Paul area are strongly preferred due to proximity to warehouse and container operations.

Schedule and Physical Requirements: Some evening and weekend hours may be required. Occasional lifting and movement of boxes weighing up to 50 pounds and hands-on participation in container loadings (approximately 4–6 per year).

Status: This is a full-time, salaried position, approximately 40 hours per week

One World Surgery is an Equal Opportunity Employer and provides equal employment opportunities to all candidates without regard to race, color, religion, national origin, age, sex, sexual orientation, gender identity, marital status, ancestry, physical or mental disability, veteran status, or any other legally protected characteristics. One World Surgery is committed to providing reasonable accommodation, as required by law.

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