



Position Available
Operations Manager 'Plus'
Affordable Housing Institute, Boston, MA

- Short description** The Affordable Housing Institute (AHI, www.affordablehousinginstitute.org) is a non-profit impact consultancy that works worldwide, with a particular focus on the Global South. Our mission is to increase access to safe, secure, and healthy housing around the world. To support AHI's growth and expanding impact, we seek an Operations Manager to join our team. If you are seeking an opportunity to make a real difference, we'd love to hear from you to learn about what brings out your best.
- AHI's approach** Founded in 2002, AHI is a non-profit impact consultancy and thought leadership firm that specializes in affordable housing policy, finance, and development around the world. We work with pro-poor innovators to address systemic obstacles to affordable housing and enable improvements in housing ecosystems through research, innovation, and action.
- We create complex and context-customized solutions to facilitate development, improvement, formalization and financing of affordable housing in emerging markets and the United States. Though a small organization, AHI has global impact by working worldwide to provide expertise on housing delivery, finance, and policy to pro-poor entities, public and private, non-profit and for-profit. AHI believes that access to better housing is key to improving people's access to opportunity around the world.
- Operations Manager within AHI** Reporting to AHI's CEO and President, and collaborating closely with the rest of AHI's staff, the Operations Manager will support the organization's success by assuring that staff members have the resources necessary to accomplish their work around the world. This is an administrative support position, with potential to include project-based work and organizational development projects based on need and interest.
- AHI will provide a rich environment for professional development, and there may be opportunity to expand the position to Chief Operations Officer (COO) in the near future.
- Responsibilities**
- **Business data management.** Support AHI staff on project-based data collection and analysis. Document and track project related data including staff hours, contracts won and lost, and project specific outcomes. Write quarterly reports on key performance indicators (KPIs) and other metrics. Support the Executive Team in identifying and rolling-out improved systems by which to do the above.
 - **Administer IT and online accounts.** Maintain online accounts and subscriptions, serve as point of contact for AHI's IT support company, manage purchasing of new equipment.
 - **Manage AHI contracts administration.** Manage and track contracts for clients, associates, sub-contractors and others, create expense reports.
 - **Invoicing and payments.** Prepare invoices, track accounts, ensure timely payment of bills, and monitor receipt of payments. Input invoices and bills into QuickBooks. Generate 3-month projection reports on a monthly basis.
 - **Human Resources.** Provide basic human resources support to staff and management – contracting, track benefits, develop job descriptions.
 - **Manage AHI online server.** Create and manage folders and organize documents related to research, organizational knowledge base, active projects, and administrative functionality of the organization.

- **Office Management.** Inventory and restocking of basic office materials, manage incoming and outgoing mail, bank deposits, etc.
- **Thought leadership and consulting projects.** Assist where needed in various tasks for Thought Leadership and consulting projects, such as translation and research support.
- **Miscellaneous.** The hundred and one odd and occasional tasks that arise for a busy and locationally distributed team, all of which must be done promptly and well.

Attributes we seek

An energetic and responsible person who is self-motivated, intellectually curious, flexible, and possessor of solid critical thinking skills. The Operations Manager should be able to work independently and quickly in a small organization. Previous experience with operations, administration, and data management systems for small organizations preferred. Passion for housing or anti-poverty issues will be helpful. International experience and fluency in a language used widely in an emerging country (e.g. Spanish, French, Arabic, Portuguese) are preferred.

Skills / Experience / Qualifications

- Undergraduate degree.
- Experience in administration and operations of small consulting and/or non-profit organizations.
- Experience with identifying and rolling out data tracking and information management tools within an organization.
- Proficiency in QuickBooks, spreadsheets, word processing, and Internet tools.
- Familiarity with basic HTML and IT procedures.
- Motivation to learn and to enjoy accomplishments.
- Excellent verbal and written communication skills.
- Demonstrated ability to prioritize tasks and meet deadlines.
- High responsibility and accountability for all tasks.
- High level of organization and attention to detail.
- Familiarity with, or fluency in, a language other than English, preferred.

Details

This is a full-time position. Salary and benefits are competitive and commensurate with ability and experience. AHI is currently working a hybrid schedule. Specific in-office/remote schedule is negotiable, though some regular presence in the Boston office is required.

Contact

Apply via email with **resume and cover letter** to Anya Brickman Raredon, araredon@affordablehousinginstitute.org by February 24th.