



JOB DESCRIPTION

**Operations Manager**  
Grand Goave, Haiti

**\*This position requires you to fundraise your support\***

**Reports to:**  
IKONDO Director

**Oversees:**  
All aspects of IKONDO Operations in Haiti

**Primary Objectives:**

1. Contribute to the life changing experiences of IKONDO through providing exceptional operational oversight; including but not limited to, staff care, finances, guest hosting, hospitality, and administration.
2. Train and disciple Haitian staff.
3. Create a culture of excellence and innovation for all areas of IKONDO operations.

**RESPONSIBILITIES**

Liaison

- Function as the primary communicator between the IKONDO Director and IKONDO staff

Staff Oversight

- Understand and implement IKONDO Standard Operating Procedures.
- Develop and maintain training in all areas of operations, finance, hospitality, administrative, and retail areas.
- Facilitate weekly meetings with all IKONDO staff.
- Oversee daily management of all finance, administrative, and hospitality responsibilities.

Bookkeeping, Finance, & Payroll

- Execute all in-country bookkeeping and record through assigned financial program (QuickBooks or other).
- Manage all aspects of IKONDO finance and provide timely financial reporting to the IKONDO Director and US office. Regular reporting will include:
  - Cash on hand
  - Cash needed for upcoming trips
  - Monthly expense reporting

- Sales reporting for retail and any other in-country revenue sources.

#### Administration

- First point of contact for all Human Resource related issues.
- Oversee the daily aspects of office management including office culture, office hours, and office supplies.

#### Hospitality/Guest Hosting

- Oversee Hospitality/Kitchen staff to ensure IKONDO facilities are being upkept and prepared for guests as needed.
- Ensure all trips are executed to the highest possible standard set forth by the IKONDO Director and Executive Director.
- Understand the mission and vision of Hands and Feet Project/IKONDO and be able to clearly communicate it to all guests and staff.

#### Other Hand and Feet Project Team Member responsibilities:

- The Operations Manager will participate in regular meetings and communication as set forth by the Director of IKONDO.
- Every team member shall be responsive to the spiritual, personal, and work needs of other Hands and Feet Project missionaries.
- To the best of every team member's abilities, they will contribute to the overall cultural and spiritual health of the Hands and Feet Project organization.

#### **REQUIREMENTS**

The Operations Manager must be highly organized, have good customer service skills, and able to pay great attention to details.

Develop and maintain a team of ministry partners that fully fund the position.

Steward all Hands and Feet Project resources (facility, tools, financial resources, vehicles, etc.)

They must have a positive attitude, good communication skills, and be devoted to the overall goals of Hands and Feet Project and IKONDO.

Most importantly, the Operations Manager must be mature in their Christian faith, passionate about the discipleship and training of Haitian employees, and committed to contributing to the transformational experiences IKONDO will provide for our guests.