IRIS (Integrated Refugee & Immigrant Services, www.irisct.org), a dynamic refugee resettlement agency in New Haven CT, has an opening for the full-time position of Operations & HR Manager (anticipated start date: or as soon as possible). IRIS helps people fleeing persecution in their home countries to start new lives and become self-sufficient contributing members of their communities. IRIS currently serves clients from countries such as Afghanistan, DR Congo, Eritrea, Iran, Iraq, Sudan and Syria.

**General Description**

Reporting to the Director of Operations, the Operations & HR Manager is responsible for organizing and directing IRIS’s daily office operations. The goal of this position is to ensure a smooth operation of the day-to-day business of IRIS, making it possible for clients to be served effectively; for staff members to function efficiently; and for IRIS to comply with government requirements.

**Essential Duties and Responsibilities include:**

**Building, Equipment & Financial Management**

- Supervise volunteers and interns assigned to administrative and operations tasks
- Serve as general receptionist in front office when receptionist is not available, including answering phones, greeting dozens of refugee clients and visitors each day, and triaging client requests
- Help staff members troubleshoot user IT issues, and refer concerns to the IT management company when necessary
- Serve as contact person with IT management company
- Maintain the info@irisct.org inbox and forward emails to appropriate staff
- Serve as the primary contact person for weekly staff meetings – preparing the agendas, compiling updates and feedback as well as taking and distributing meeting minutes.
- Coordinate with the management about office space management, including the anticipation of office space needs and managing office moves
- Serve as contact person for employees and vendors regarding office maintenance, supply needs and other operational issues
- Contact IRIS property manager regarding routine needs and other maintenance issues
- Manage office supply orders and needs, continuing to ensure we receive the best possible price
- Maintain office equipment, including vehicles
- Communicate with vendors to ensure high quality, uninterrupted service. Ensure that all IRIS furniture and equipment, including vehicles, security system, photocopiers, phone & internet and postage meter are maintained and in proper working order.
  - Add funds to postage meter
- Provide general administrative and logistical support to prepare for meetings planned by the Management team, and for other staff members on a limited basis
  - Order food for Board meetings and arrange room with necessary supplies.
  - Photocopy any necessary handouts
- Order diapers from the Diaper Bank and other vendors; ensure that there is sufficient inventory for monthly diaper distribution; oversee the inventory and storage of the Diaper Bank diapers
- Act as liaison with car, property and liability insurance company
- Prepare weekly bank deposits
- Initiate, process and approve invoices and expense reports for all operational expenses
- Support finance team in preparing for annual financial audit
- Address daily problems and other related tasks as necessary
• Defuse stressful and confrontational situations while staying calm under pressure
• Contribute to the improvement of operational systems, processes and policies; maintain knowledge of industry trends and make recommendations to management team for improvement of policies, procedures, practices, and personnel matters
• Assist clients with any questions or concerns, as appropriate

**Human Resource Management**

• Coordinate staff recruitment administrative activities, including drafting letters of hire, posting job announcements, and leading new hire orientations.
• Manage all onboarding protocols for new staff, including HR/payroll paperwork, access to IRIS email and software, fob/key distribution, and ensuring all other facility needs are met
• Manage staff training and development program; Arrange staff development trainings as necessary.
• Maintain medical and personnel files, including hire/termination procedures and paperwork; ensure HIPPA compliance
• Oversee performance evaluation procedures; ensure that evaluations are completed and filed
• Oversee exit protocols for terminated staff, in collaboration the supervisor and IT management company
• Be the point person for all staff regarding HR matters; consult with management team providing HR guidance when appropriate
• Work with external HR consultants on special projects as needed
• Manage submission of biweekly payroll, including distributing and collecting timesheets, ensuring that payroll spreadsheet is accurate, submitting payroll information to the payroll company, verifying the payroll company submission, entering the 403(b) payment data
• Coordinate staff benefits internal systems and liaison with all benefit providers.
  o Maintain accurate record of employee benefits, including onboarding and termination
  o Inform employees about 403(b) eligibility and assist employees with 403(b) applications, communicate with vendor about enrollments and changes, maintain and manage overall benefit tracking;
• Maintain Personnel Policies and organizational procedures as necessary and disseminate to current staff and new hires; provide guidance and interpretation to staff
• Maintain in-depth knowledge of legal requirements related to HR labor laws and postings; ensure regulatory compliance

**Requirements**
Candidates must have:
• a minimum of 3-5 years of experience in an administrative position
• ability to handle multiple demands and shifting priorities in a fast-paced environment,
• excellent writing, communication, and organizational skills,
• fluency in spoken and written English,
• strong computer skills including email and internet, Microsoft Word, Microsoft Excel, Google Docs; ability to manipulate basic spreadsheets,
• demonstrated commitment to the mission of IRIS and awareness and sensitivity to multicultural issues

Ideal candidates will have:
• experience with HR
• IT trouble-shooting abilities

To apply, send an email to Director of Operations, at humanresources@irisct.org as soon as possible with the following:
• A subject line that says “Operations & HR Manager: [Candidate first and last name]”
• A cover letter
• An attached resume including at least 2 supervisory references