



PACIFIC ISLAND HEALTH OFFICERS' ASSOCIATION

EXECUTIVE SECRETARIAT

737 Bishop Street, Suite 2075 • Honolulu, Hawai'i 96813

Telephone (808) 537-3131 • FAX (808) 537-6868

Website: www.pihoa.org

JOB DESCRIPTION

JOB TITLE: Office Administrator – Honolulu

JOB STATUS: Full-Time, Exempt

JOB LOCATION: Honolulu, Hawai'i

ORGANIZATIONAL BACKGROUND Established in 1986 by the chief health officials of the US-Affiliated Pacific Islands (USAPIs) of American Samoa, Commonwealth of the Northern Mariana Islands (CNMI), Federated States of Micronesia (FSM), Guam, Republic of the Marshall Islands (RMI), and the Republic of Palau, the Pacific Island Health Officers' Association (PIHOA) is a 501(c)3 non-profit organization headquartered in Honolulu, Hawaii, with a field office in Hågatña, Guam. PIHOA's mission is to provide, through collective action and decision-making, a credible regional voice for health advocacy in and for the Pacific, and health systems strengthening.

PIHOA's current membership is comprised of the ministers/directors/secretaries of health (executive governing board) of the six USAPIs, their deputies and Chief Executive Officers of local public hospitals (associates), and Pacific regional professional associations (affiliates). PIHOA's Secretariat, comprised of ten executive, administrative and technical staff, and a number of short and long-term consultants, have been tasked to provide technical assistance and support to the USAPI health ministries/departments in the areas of health workforce development/human resources for health, epidemiology and surveillance, performance improvement, laboratory services, regional health policy and advocacy, health security, leadership development and partnership engagement.

PIHOA is a recognized and officially endorsed regional partner to the World Health Organization for the Western Pacific Region (WPRO) and the Pacific Community (SPC), and a Pacific regional collaborating partner to the US Department of Health and Human Services' (HHS) Centers for Disease Control and Prevention (CDC). PIHOA is also the Secretariat for the Regional Health Committee of the Micronesia Islands Forum; permanent coordinating body team member of SPC's Pacific Public Health Surveillance Network (PPHSN); coordinating body team member of the WHO's Pacific Monitoring Alliance for Non Communicable Disease Action (MANA); regional partner member to the WHO's Pacific Health Security Working Group (PaHSec); technical advisor to the United Nation Population Fund's (UNPFA) Pacific Reproductive, Maternal, Newborn, Child and Adolescent Health (RMNCAH) Workforce Technical Advisory Council; and Grant Reviewer for the US Health and Human Services' (HRSA) Title X Maternal Child Health Bureau.

SUMMARY OF DUTIES The PIHOA Office Administrator - Honolulu (OAH) is a full-time employment, exempt position located at the PIHOA Headquarters in Honolulu, Hawai'i. Continuation of employment will be dependent upon operational needs, satisfactory work performance, availability of funds, and compliance with applicable US federal/state laws.

The PIHOA OAH is an active member of PIHOA's Administration and Fiscal Team and is responsible for the daily operations and management of the PIHOA Honolulu Office, and oversight over PIHOA's other field/project office locations. The OAH's primary duties include: 1) administration and management of all office policies and

procedures; 2) manage and monitor all office functions and associated systems, assets and space, including: a) inventory management; b) maintain PIHOA's Fixed Asset Registry; c) manage office vendors/contractors that supply and support various office functions and operations; and d) catalogue and maintain all office files and filing processes and systems; 3) continuously review and update PIHOA's office and other administrative policies and procedures; 4) organize PIHOA-sponsored meeting logistics, including staff/attendee travel arrangements; 5) assist PIHOA staff and consultants to organize, book and troubleshoot duty travel arrangements; 6) compile, submit and track Payment Requisitions (PRs) in PIHOA's financial management system; 7) assist PIHOA Governing Board, management and program staff/consultants with meeting coordination and management; 8) respond to inquiries received from Board Members, stakeholders, staff, consultants and the general public; and 9) any other relevant duties as assigned by PIHOA management.

SCOPE OF POSITION

1. **Reports to:** Deputy Director of Programs and Operations
2. **Supervises:** None
3. **Fiscal Responsibilities:** Yes
4. **Signature Authorities:** None

Level of Interaction: This is a highly responsible, demanding and often time-intensive position requiring a unique mix of qualifications and competencies, professionalism and maturity, and prior work experience in office administration and management. The OAH must: 1) be able to work independently with minimal supervision and be highly adaptive in a very diverse working environment; 2) be an active and collaborative team member of PIHOA's Administration and Finance Team; 3) follow complex instructions, and initiate/complete multiple and concurrent tasks with attention to detail; 4) have working knowledge of best-practice office policies and procedures; 5) demonstrate understanding and application of relevant US federal/state laws and regulations, preferably in a non-profit setting; 6) possess exceptional organizational, time management, and communication skills (oral and written); and 7) be willing and able to travel domestically and internationally in the performance of duties and responsibilities.

MAJOR DUTIES AND RESPONSIBILITIES

1. Administration, implementation and management of all office policies and procedures in accordance with PIHOA's Administrative and Fiscal Policies and Procedures, and in compliance with all applicable US federal/state laws and regulations;
2. Manage and monitor all PIHOA Honolulu office functions and associated systems, assets and space, including:
 - a. Inventory, track and procure all office, program and meeting materials, supplies and equipment required for optimal office and associated program support functions
 - b. For program materials and supplies, coordinate shipping and freight for distribution to/from program sites. If required, this may include clearing customs with airlines and freight forwarders located at the Honolulu International Airport, etc.
 - c. Maintain PIHOA's Fixed Asset Registry, including cataloging, tagging and disposal of all office and program fixed assets under the direction of PIHOA's Fiscal Team
 - d. Coordinate with vendors for timely supply/equipment ordering and receiving, including making supply runs to local vendors as needed
 - e. Manage and keep valid office and equipment leases and associated maintenance contracts
 - f. Assist PIHOA management to negotiate/renew office lease agreements and ensure compliance to lease conditions, including maintaining valid liability insurance and occupational safety standards
 - g. Catalogue and maintain all office files and filing processes and systems to ensure security, protection,

ease of retrieval, transfer and disposal of all PIHOA administrative and program records

3. Regularly review and update PIHOA's office and other administrative policies and procedures in coordination with other members of the PIHOA Administration and Fiscal Team and PIHOA management;
4. Organize PIHOA-sponsored meeting logistics, including registering and confirming attendees, ordering and managing meeting supplies and catering, and booking attendee airfare, lodging, ground transportation, and other travel arrangements, including calculating and distributing attendee per diem in coordination with the PIHOA Fiscal team;
5. Assist PIHOA staff and consultants to organize, book and troubleshoot duty travel arrangements in accordance with PIHOA's Travel Policy, including calculating and submitting for payment processing staff/consultant travel per diem;
6. Compile, submit and track Payment Requisitions (PRs) in PIHOA's financial management system (ABILA MIP/Microix) for all office, travel and meeting-related expenses, including coordination with the PIHOA Finance Team to ensure expenses stay within budget and adhere to PIHOA's Fiscal Policies and Procedures;
7. Assist PIHOA Governing Board, management and program staff/consultants to schedule, monitor and troubleshoot regularly scheduled virtual meetings and conference calls, including managing meeting recordings and taking minutes, when requested;
8. When needed, provide direct support to the PIHOA Office Administrator located at the PIHOA Office in Guam; and
9. Any other relevant duties as assigned by PIHOA management.

PRIMARY QUALIFICATIONS

- **Education:** Bachelor's Degree in Business Administration, or related field, from an accredited academic institution.
- **Job Experience:** Minimum of three (3) years of experience in office administration and management in line with the Major Duties and Responsibilities noted above.
- **Job Knowledge:** Knowledge and understanding of office management/operations and business financial principles such as GAAP; knowledge of basic information technology (computer networking, internet access, e-mail list serves, printing protocols, etc.); strong grasp of English grammar and spelling, and arithmetic; experience and familiarity working with the US APIs, Pacific region, and/or in low-resource settings; familiarity of US non-profit/501(c)3 administration and US federal guidelines; knowledge of US federal cost principles for non-profits; and able to effectively communicate with respect and diplomacy with a range of people from differing backgrounds, value systems, cultures, religious affiliations, and varying degrees of English-speaking and writing competencies.
- **Other Requirements:** Demonstrated competencies in office management policies and procedures; excellent interpersonal and customer service skills; strong organizational and time management skills, attention to detail and to meet multiple, tight deadlines; must possess a valid driver's license and maintained a clean driving record; proficient in Microsoft Office software applications (e.g. Excel, PowerPoint, Word, Outlook, and Publisher); and ability to handle data with confidentiality.
- **Travel:** Must be willing and able to travel in the US mainland, Asia-Pacific region and internationally, when required, with possible long durations away from home duty station, including working in low-resource settings.
- **Citizenship and Other Requirements:** Must be a US citizen, or have valid US Green Card, US Permanent Residency Card, Resident Alien, or other relevant US visa that allows for residency and employment in the US and its territories. Please be advised that PIHOA does not pay for passport and visa expenses. These will need to be valid and in good standing prior to PIHOA employment. PIHOA reserves the right to conduct security and background checks on successful applicants.

PREFERRED QUALIFICATIONS

- Master's in Public Administration (or Non-Profit Management) with five (5) of more years of specialization, work experience and/or certification in office management/operations
- Demonstrated ability to work in diverse work environments and teams to achieve optimal results, including balanced and open professional work style that includes both (1) teamwork and participation and (2) leadership and individual initiative
- Excellent oral and written communication skills, and ability to deeply understand technical details and effectively communicate strategic insights to leadership
- Familiarity in the cultural and traditional workings of the Pacific region and/or in developing low-resource countries