

**NORTHWEST PORTLAND AREA INDIAN HEALTH BOARD**  
**JOB POSTING CLOSING DATE: 4/2/22**

**Job Title:** Operations Director   **Status:** Exempt Employee  
**Supervisor:** Deputy Director   **Classification:** Full-Time Regular w/benefits  
**Location:** Portland, Oregon  
**Salary:** \$90 – 100K DOE

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**Background:**

The Northwest Portland Area Indian Health Board (NPAIHB) is a 501(c)3 designated organization, and Tribal organization, P.L. 93-638, under the Indian Self-Determination and Education Assistance Act (ISDEAA) serving the Tribes in the states of Idaho, Oregon and Washington. It is incorporated as a charitable organization in the State of Oregon. NPAIHB's mission is to "eliminate health disparities and improve the quality of life of American Indians and Alaska Natives by supporting Northwest Tribes in their delivery of culturally appropriate, high quality health programs and services." NPAIHB's vision is "Health and Wellness for the 7th Generation."

**Job Summary:**

The Operations Director (OD) is a member of the Management Team and essential staff. This position is full-time and based out of the Portland office to support day-to-day office management and operations. The OD will be the point person through which all office operations are submitted with a focus on the creation, standardization and management of processes. Standardization will include developing written policies to streamline operations, digitalizing of records, managing NPAIHB files and records on site and in storage, managing business applications with IT, providing application user training and support, managing office machines, and streamlining efficiency efforts across the organization. The OD will manage facility needs and work directly with the building manager. The OD will supervise Human Resources Manager, Grants Staff and Contract Manager. OD is responsible for ongoing review and documenting of NPAIHB operations policies and processes, identifying areas of potential improvement, and working collaboratively with the Deputy Director to implement system improvement.

**Essential Functions**

**1. Operations Management:** NPAIHB must operate smoothly and efficiently, it must have a plan and an efficient organizational structure. The OD is responsible for both, formulating, monitoring, and adjusting operations. These duties include:

- Acts as lead in operations systems and internal policy development
- Works with Executive Director, Deputy Director and Finance Director to develop an annual administrative budget and monitors same
- Works to make efficient use of all human and financial resources, including integration of programs and services, and effective coordination of organizational priorities in strategic plan

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- Strives to partner collaboratively with management, project directors/managers and staff to create an organization that is proactive.
- Able to process decisions, authorizations, transactions and services effectively, efficiently and consistently.
- Maintains a safe and quality work environment.
- Develops an annual timeline of organizational compliance activities with deadlines and assignments.
- Identifies and manages outsourced business services and external experts, including Native American vendors.
- Other duties as assigned by Deputy Director

**2. Human Resources Oversight:** Employees are NPAIHB's most important resource. The OD bolsters this resource in a number of ways, from making sure the most qualified personnel are hired to doing whatever it takes to motivate and retain those individuals including:

- Takes lead in liability and risk management with regard to human resource concerns and supervises Human Resources Manager.
- Develops, maintains and implements NPAIHB policies and procedures that have been approved by the Executive Director or Board of Directors.
- Oversees human resources compliance with state and federal employment laws and regulations.
- Oversees human resources preparation and processing investigations, complaints, concerns and grievances and communications with Executive Director/Deputy Director and management.
- Ensures human resources is fostering employee engagement in the workplace through communications and employee surveys
- Oversees, develops and/or supports all human resources trainings, development and performance appraisal system.
- Oversees NPAIHB recruiting, staffing and hiring, including volunteers and interns.
- Steps in to support the Human Resources Manager as needed and when they are on leave.

**3. Grants and Contracts Management:**

- Supervises Grants Staff and provides oversight as to all grants, funding agreements and subawards to NPAIHB.
- Assists with special projects and preparation of grant proposals, as needed, to support Grants Staff.
- Supervises Contracts Manager and provides oversight as to contracts entered into by NPAIHB, including assuring procurement process was followed and funding to support contract.

**4. Records Management**

- Manages all aspects of records management and storage within the organization in partnership with Network Administrator/IT.
- Defines process and digitalization of historical records.
- Partners with Network Administrator to standardize document file names and process.
- Manages staff to maintain well organized electronic filing systems for all administrative documents.

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- Manages staff for effective digitalization of all past, present and future NPAIHB records and documents.

**4. Office Procedures Management:**

- Ensures that administrative employees (including temporary employees) are scheduled to be available to support staff needs.
- Ensures remote main phonenumber voicemail is current and checked daily with messages distributed to appropriate staff.
- Ensures that incoming mail and package deliveries are logged daily and distributed to the appropriate staff.
- Manages the office postage meter and online account, including postage meter log and submission to A/P monthly.
- Manages scanning and copying machines and processes with IT.
- Works directly with the purchasing agent to create and maintain a First In/First Out (FIFO) office supplies system.
- Manages staff to assure petty cash transactions are logged and submitted to A/R monthly.
- Manages staff to assure that all checks received are logged and submitted to A/R monthly.

**6. Facilities Management and Safety:**

- Work directly with the NPAIHB Deputy Director, Safety Committee Chairperson, and APM building management company to support facility needs, including coordinating scheduled cleanings.
- Research and develop plan for staff return to office, including working with Oregon OSHA, creating a safe work environment and seating plan; and communicating with staff about plan in collaboration with management.
- Manage the in-office calendar for staff environmental and public health safety.
- Manage employee parking passes.
- Manage staff Driver's Licenses and Vehicle Insurance of staff who travel on behalf of NPAIHB.
- Manage inventory of NPAIHB property and office artwork, working with IT and Finance to ensure records are updated.
- Manage the office library.
- Manage the conference rooms.

**7. Other Duties:**

- Provide administrative and technical assistance to health board staff as needed.
- Assure staff prepare an electronic Monthly Activity Report (eMAR) and provide to Deputy Director at the end of each month.
- Communicate with Deputy Director about shifting organizational problems, priorities and projects.
- Identify potential problems and points of friction, work to find solutions in order to maximize efficiency and staff satisfaction.

**Additional Functions:**

- Performs other duties and assignments as directed by supervisor.

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- Participate in NPAIHB activities on a regular basis.

**Standards of Conduct:**

- Maintain the highest level of confidentiality with all NPAIHB information and documentation.
- Consistently exhibit professional behavior and the high degree of integrity and impartiality appropriate to the responsible and confidential nature of the position.
- Consistently display professional work attire during normal business hours.
- Effectively plan, organize workload, and schedule time to meet workload demands.
- Maintain a clean and well-organized office environment.
- Expected to exercise judgment and initiative in performance of duties and responsibilities.
- Work in a cooperative manner with all levels of management and with all NPAIHB staff.
- Treat NPAIHB delegates/alternates and Tribal people with dignity and respect and show consideration by communicating effectively.
- Participate willingly in NPAIHB activities.
- Abide by NPAIHB policies, procedures, and structure.
- Research and, with the approval of supervisor, attend trainings as needed to improve skills that enhance overall capabilities related to job performance.

**Qualifications:**

- Bachelor degree required; Master's degree preferred in the area of business, office or health administration with at least four years of proven experience in operations, office systems and business applications.
- Extensive knowledge of operations, including human resources, grants, contracts, subawardee compliance, records management, office machines, document digitalization, and business applications. Advanced user of Microix, SmartSheet, Adobe Creative Cloud, Quali, SmartDraw, Google Docs, and Survey Monkey required.
- Outstanding interpersonal skills required. The Operations Director must communicate with both management, project directors and staff employees effectively and professionally in order to create and administer policy
- Strong personal and professional judgment, which are invaluable skills for a role that makes hiring decisions as well as in finding the best solution to organizational issues
- Adaptability, enabling the Operations Director to respond quickly to a shifting reality and adjust initiatives and priorities accordingly
- Organizational skills and the flexibility to jump from priority to priority, which are essential to a role that juggles a variety of functions and projects
- Excellent writing skills to develop organizational policies and processes
- At least four years of experience working with tribal communities or a tribal (or other Indian) organization, Northwest tribal experience preferred.
- Highly organized and motivated to carry out responsibilities with a minimum of supervision.
- A strong and demonstrated record for good attendance.
- A friendly, courteous manner to effectively work with tribal representatives,

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NPAIHB staff; and the general public.

**Physical Demands:**

Frequently involves sedentary work: exerting up to 10 pounds of force and/or a negligible amount of force to lift, carry, push, pull or otherwise move objects, including the human body.

**Physical Requirements:**

Constantly requires the ability to receive detailed information through oral communications, and to make fine discrimination in sound. Constantly requires repetitive movement of the wrists, hands and/or fingers. Often requires walking or moving about to accomplish tasks. Occasionally requires standing and/or sitting for sustained periods of time. Occasionally requires ascending or descending stairs or ramps using feet and legs and/or hand and arms. Occasionally requires stooping which entails the use of the lower extremities and back muscles. Infrequently requires crouching.

**Typical Environmental Conditions:**

The worker is frequently subject to inside environmental conditions which provide protection from weather conditions, but not necessarily from temperature changes, and is occasionally subject to outside environmental conditions.

**Travel Requirements:**

Local travel is infrequently required. Overnight travel outside of the area is infrequently required. Current COVID-19 travel restrictions apply.

**Disclaimer:**

The individual must perform the essential duties and responsibilities with or without reasonable accommodation efficiently and accurately without causing a significant safety threat to self or others. The above statements are intended to describe the general nature and level of work being performed by employees assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and or skills required of all personnel so classified.

Except as provided by Title 25, U.S.C. § 450e(b), which allows for Indian preference in hiring, the NPAIHB does not discriminate on the basis of race, color, creed, age, sex, national origin, disability, marital status, sexual orientation, religion, politics, membership or non-membership in an employee organization, marital status, citizenship or immigration status, veteran or military status, genetic information, ancestry or any other characteristic protected by law.

Applications can be found online at [www.npaihb.org](http://www.npaihb.org)

SEND RESUME AND APPLICATION TO: [HR@npaihb.org](mailto:HR@npaihb.org)