



American Friends Service Committee

1501 Cherry Street, Philadelphia, PA 19102

Affirmative Action/Equal Opportunity Employer

The American Friends Service Committee is a Quaker organization, which includes people of various faiths who are committed to social justice, peace, and humanitarian service. Its work is based on the Quaker belief in the worth of every person and faith in the power of love to overcome violence and injustice.

POSITION DESCRIPTION

TITLE: Sr. International Human
Resources Manager

Amman, Nairobi, Cambodia, or
Guatemala City)

STATUS: Exempt

SUPERVISOR: Director of
International Programs
Administration

LOCATION: Flexible (can be based in any
of AFSC's regional offices including

DATE APPROVED:

SUMMARY OF PRINCIPAL RESPONSIBILITIES

Build and support a global human resources system across AFSC's International Programs (IP). This position will work to implement a standardized global human resources (HR) approach to policies, practices and procedures to support AFSC's 16 country offices across four regions. Implement recommendations made by a global human resource review to enhance best practice and operations policies and procedures that are consistent, clear and equitable across the organization.

Background

This includes implementation of a standardized international human resource system and compliance to local country laws, to support recruiting activities, new staff orientation, HR policy review and implementation. Position will be point of contact for employee relations issues, alongside the Senior Director of Diversity, Equity and Inclusion. The position will support staff training and activities related to onboarding and separation of employment. The position will work closely with the Associate General Secretary for IP, Director of Human Resources, & Labor Relations, Senior Director of Diversity, Equity and Inclusion, Regional Directors, Country Representatives, and regional finance and administrative staff. Reporting to the Director of International Programs Administration, this position is new within a newly formed operations team in the International Programs Unit.

ESSENTIAL FUNCTIONS/RESPONSIBILITIES:

1. Serve as the primary human resources manager for international programs.
2. Implement recommendations from a global HR review to create a standardized global system.

3. Support country and regional staff to monitor changes in employment law and recommend necessary changes to employment practices, revision and renewal of contracts as needed.
4. Continually review the recruitment process to assure that a diverse and highly qualified candidate pool is being reached by the recruitment efforts.
5. Set and maintain standard hiring practices and provide support to country and regional staff.
6. Standardize onboarding and coordinate new staff orientation programs.
7. Support performance evaluation processes.
8. Based on the global review, recommend changes as appropriate to enhance new employee experience including review of leave, salary ranges, benefits, etc.
9. Participate in organization policy development and implementation.
10. Enhance and support HR practices to support well-being of international staff.
11. In collaboration with IP leadership, Director of Human Resources & Labor Relations, and the Senior Director of Diversity of Equity and Inclusion, research and implement training programs that would be part of an organization-wide training program.
12. Collaborates with colleagues within regional and country offices and help them to develop career development libraries.
13. Works with staff in each regional office to develop formal mentoring and coaching programs.
14. Serve as human resources first point of contact for all IP regions; managing recruitment for Regional Directors; providing assistance with employee relations concerns, HR policy and process and all other HR related questions posed by IP regions.
15. Be willing to travel to the regional offices to meet, discuss, resolve, mentor and train with regional staff regarding HR issues, when possible.
16. Based on the recommendations from the global review, update and maintain guidelines for a global compensation system that incorporates IP regions' staff in salary ranges.
17. Maintain an inclusion-oriented perspective. The above tasks, particularly those with regard to policy and evaluation, will be supported by the SDDEI.
18. Perform other duties as assigned.

MINIMUM QUALIFICATIONS

EDUCATION: A bachelor's degree in human resources, business administration, or a related field or the equivalent in experience. Ability to speak multiple languages spoken by AFSC staff a plus.

EXPERIENCE:

1. Requires a minimum of least seven years' experience in human resources work, including knowledge of employee law, insurance practices, and pension legislation.
2. previous experience on adult education/ training and recruitment related activities is necessary.
3. Five years of HR work with global organizations (offices in multiple regions of the world).
4. A strong knowledge of organizational development theory and practice, with work in systems assessment and planning is required.
5. Excellent teaching/presentation skills; experience in creating and conducting participatory learning experiences appropriate to specialized groups.
6. Experience working with culturally diverse groups in training and leadership development.
7. Demonstrated ability to develop management, supervisory and participant support for training and development.
8. Excellent written and oral communication skills, including presentations to large groups.
9. Demonstrated leadership ability; sound decision-making ability, ability to use good judgment.
10. Demonstrated ability to develop training designs and materials, evaluate training effectiveness and revise programs as needed.
11. Demonstrated leadership and managerial skills.

12. Excellent communications skills, including oral and written, as well as listening.
13. Experience working in diversity, equity and inclusion and clear commitment to the anti-racist/oppression goals of the AFSC.
14. Demonstrated ability to handle a heavy workload, to manage stress, and to delegate responsibility.
15. Ability to support all global staff in multiple time zones which may require irregular hours.
16. Commitment to Quaker values. Concern and support for those who experience oppression by virtue of gender, age, race, ethnicity, religion, citizenship, minority status, disability, or sexual orientation. Demonstrated ability to work and communicate with diverse staff and be sensitive to their personnel needs.
17. Demonstrated ability to exercise discretion set and maintain standards for confidentiality, utilize sound judgment and make fair decisions.
18. Computer competency, familiarity with various HR systems, and demonstrated understanding of management information systems for development of the Human Resources statistical reporting and strategic planning.

OTHER REQUIRED SKILLS AND ABILITIES

COMPENSATION: Salary Range #18 - Exempt - comprehensive benefits; generous leave policies.

The American Friends Service Committee is an Affirmative Action/Equal Opportunity Employer. Qualified persons are encouraged to apply regardless of their religious affiliation, national origin, race, age, gender, gender presentation, sexual orientation or nature of disability.
