

## **Operations Manager: Amal-Tikva**

*Location: Jerusalem | Reports to: Chief Operations Officer (COO)*

Amal-Tikva seeks a proactive, detail-oriented, and highly organized Operations Manager to keep our internal operations running smoothly and efficiently. This role focuses on the day-to-day functioning of the organization — coordinating processes, solving problems, and ensuring our team has what they need to deliver programs effectively. The Operations Manager will work closely with the COO and supervise a part-time administrative assistant, while also being hands-on in daily tasks.

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### **Key Responsibilities**

#### **Operations & Process Coordination**

- Implement and maintain internal systems and processes across administration, finance, and operations to support efficiency and consistency.
- Coordinate between teams to ensure smooth information flow and timely completion of operational tasks.
- documenting standard operating procedures.
- Apply existing policies and procedures, and flag compliance or process issues to the COO.

#### **Office & Administrative Support**

- Ensure the office environment is organized, stocked, and functional.
- Maintain an asset inventory(Laptops,Screens,Equipment) and oversee allocation/maintenance.
- Coordinate with vendors and service providers, arranging repairs or services as needed.
- Handle procurement of supplies, materials, and resources in a cost-effective way.
- Track organizational insurance policies, leases, and contracts.

#### **Financial Support**

- Process invoices, payments, and expense reports accurately and on time.
- Assist with budget tracking for programs and operations, ensuring accurate records for donor reporting.
- Coordinate with the external accountant to ensure accurate records and timely reporting.
- Support the COO in preparing routine financial updates.

#### **Program Logistics & Support**

- Coordinate logistics for events, programs, and travel — including booking venues, arranging transportation, and preparing materials.

- Support program teams during busy periods, ensuring smooth integration between program activities and operational needs.

### **Human Resources Support**

- Support recruitment processes by posting job ads, scheduling interviews, and coordinating candidate communication.
  - Maintain accurate personnel records and track staff leave.
  - Coordinate staff training sessions and team-building activities.
  - Ensure HR-related forms, policies, and processes are followed, and refer more complex HR issues to the COO.
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### **Qualification Requirements**

- Passion for and commitment to Amal-Tikva's mission and the broader work of Israeli-Palestinian peacebuilding.
  - 3–5 years of experience in operations, administration, or related roles (nonprofit experience preferred).
  - Excellent written and verbal communication skills in Hebrew and English.
  - Working knowledge of Arabic preferred.
  - Demonstrated ability to manage multiple tasks with accuracy and attention to detail.
  - Comfortable with CRMs, [Monday.com](http://Monday.com), or other organizational tracking tools.
  - Team-oriented, proactive, and willing to pitch in at all levels of work.
  - Basic understanding of financial processes and budget tracking.
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### **Scope of Work**

This is a full-time position with opportunities for skill-building and professional growth in a dynamic, mission-driven organization. Salary is 12,000 NIS/month full-time gross. The Operations Manager will work in close collaboration with the Programs teams and report directly to the COO. This position requires in-person work in Jerusalem, with occasional evening events and possible travel abroad.

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### **TO APPLY**

Please email your CV and cover letter to [ghadeer@amal-tikva.org](mailto:ghadeer@amal-tikva.org) with the subject line “Operations Manager” by September 30th, 2025. All applicants must be legally eligible to work in Israel on a full-time basis. Only shortlisted candidates will be contacted. For more information about Amal-Tikva, visit [www.amal-tikva.org](http://www.amal-tikva.org).