

Job Opportunity
Program and Operations Officer
Rainbow Railroad
1 Year Contract



About us

Rainbow Railroad is a registered charitable organization that provides support to LGBTQ individuals seeking a safe haven from state-sponsored or enabled violence. This includes airfare and financial support for travel related costs, including costs immediately before and after travel. Beyond direct financial assistance, Rainbow Railroad provides information and resources on how to make an asylum claim directly in safer countries or through the United Nations High Commission for Refugees (UNHCR) resettlement process.

Since its founding in 2006, Rainbow Railroad has funded travel for over 300 individuals. The majority of the cases funded have been from Jamaica, Nigeria and Uganda, but requests for help are increasingly coming from other regions of the world. In 2016 Rainbow Railroad received a transformational grant which has resulted in a sharp increase in our budget for travel support. This, coupled with the support of generous individuals, has allowed the organization to grow at a very fast pace.

The Role

This is where you come in. We are seeking a full-time Program and Operations Officer to support our team of staff and volunteers. Reporting the Executive Director, the successful candidate will work closely with the Program Manager, Manager of Operations and Manager of Development and Community Engagement to support in the successful execution of their portfolios.

With the rapid growth within the organization comes the opportunity to support with the growing case load and the implementation of large operational projects; understanding that the needs of the role will vary as the organization continues to grow.

Specifically, here are some responsibilities:

Finance and Administration:

- Assist with reconciliation of bank statements;
- Complete manual and electronic filing of financial and case records;
- Managing the Executive Director's calendar with attention to detail. Schedules include regular meetings, calls, and presentations with internal and external individuals.
- Plan meetings and conference calls.
- Record and compile meeting minutes.
- Support internal operational areas including, maintaining and ordering all office supplies;
- Other administrative duties, as required;

Casework:

- Serve as the first point of contact for requests for help;
- Manage and maintain request tracking system;

- Create case files;
- Prepare financial tracking and agent agreement paperwork;
- Book travel and accommodation.

General Communications and Donor Services:

- Serve as the primary point of contact for general phone and email inquiries;
- Assist with processing tax receipts, donor correspondence and data entry;
- Supporting with the planning and logistics of various organizational events.

Project Management Support:

- Assist the Manager of Operations with the planning and implementation of various operations projects.

Required Skills and Experience

- University degree and/or equivalent progressive experience.
- Proven administration experience;
- Experience managing busy schedules;
- Ability to use and troubleshoot basic office technology and software;
- Demonstrated experience with writing and communications.

Desired Skills and Experience

- You get excited by helping others excel at their work;
- You have excellent problem-solving skills;
- You are familiar with anti-oppression principles and have some experience working in a “caring” role;
- You’ve demonstrated leadership abilities before, including the ability to work and make decisions independently;
- Experience supporting with the execution of events;
- You are familiar with the technology we love: Salesforce, Google Apps, Mac;
- You have keen attention to detail;
- You are proficient in Microsoft Office applications including PowerPoint, Excel, Word;
- You can adapt to the needs of a rapidly changing organization.

Application Deadline –Monday July 24th.

Please note that we will be accepting resumes on a rolling basis, so we encourage interested candidates to apply as soon as possible.

Please forward your resume to hire@rainbowrailroad.ca . Include the exact job title in the subject line of your email.

We thank all applicants for their interest in this position however we will only be contacting those selected for interviews.

Rainbow Railroad is dedicated to building an organization that reflects the diversity of communities we serve. This includes diversity in languages spoken, culture, race, sexual orientation and gender identity. Requests for accommodation due to disability can be made at any stage in the recruitment process.