



justice, hope & safety

**Job Announcement
Operations Director
May 2026**

The Political Asylum/Immigration Representation Project is the leading provider of pro bono representation to low-income asylum-seekers and immigrants unjustly detained in Massachusetts.

Job Title: Operations Director

Reports To: Executive Director

Position Status: Full-Time Managerial Position, Exempt

Position Description

As a contributing member of PAIR's Leadership team, the Operations Director will support the overarching mission of the organization and help PAIR to achieve its goal of ensuring that PAIR clients receive high quality legal representation as they seek political asylum and other related forms of humanitarian relief in the United States. The Operations Director is critical to ensuring streamlined processes, systems, and operations for staff, fiscal management, human resources, accounting and office management. They will handle sensitive, confidential information and be involved in high-level decision-making at PAIR. The position requires working independently while communicating and collaborating with the Executive Team; there are administrative aspects to the role. The position is a hybrid work model of both remote work as well as work in the office (2 days/week), which includes on-site at partnering stakeholder's place of business (such a community partner or vendor site) when necessary.

Financial Operations & Organizational Sustainability

- Manage income/expense processing at PAIR and record information in accounting software and other platforms
- Work with Executive Director to manage PAIR bill pay, generate financial reports, and prepare documentation for vendors
- Manage reconciliation of all income and expenses across PAIR's financial accounts, with support of PAIR's bookkeeper
- Manage, review, and work with Executive Director to issue employee reimbursements
- Track funds expended for specific budget items/projects
- Manage timecard system and review employee timecards and submit bi-weekly payroll; Track all paid time off for employees and make updates to payroll

- Manage, track, and calculate salary increases and impact on PAIR compliance
- Work with Executive Director to prepare annual audit and financial review documentation with CPA and manage post-audit book-keeping adjustments
- Generate budget, vendor, donor, or program reports as needed from QuickBooks or Salesforce
- Support Development Director with grant invoicing and financial requests from funders and donors

Human Resources Management

- Manage recruitment and hiring process for staff and intern positions
- Manage employee new hire orientation, including new hire paperwork, I-9 compliance, benefits enrollments and onboarding checklist completion
- Manage employee offboarding, including relevant paperwork
- Enter and maintain employee information electronically in PAIR files and benefits platforms, including submitting updates as needed and annually
- Manage benefits administration; track and calculate updates across various platforms (health, dental, vision, group life, disability, imputed income, retirement, union dues, etc.)
- Manage benefits renewals with vendors/brokers and across various platforms (payroll, HRA, etc.)
- Manage equipment, email, and organizational accounts for all employees
- Be familiar with the PAIR Collective Bargaining Agreement (CBA) as it relates to HR and compliance

Office & Facilities Management

- Manage and maintain vendor relationships, including IT and cybersecurity support
- Evaluate and implement technology improvements, including AI tools as appropriate
- Work with IT consultant to troubleshooting of office equipment, office systems, and staff questions
- Manage recordkeeping for contracts and organizational documents
- Manage procurement protocols for all equipment and supplies
- Maintain clear protocols for safety and incident response
- Take measures to support a safe, welcoming space for clients, staff and guests and promote a welcoming environment
- Manage and update shared office calendar and send reminder notifications
- Research and manage the implementation of new systems and processes, as needed

Organizational Compliance

- Support Executive Director on compliance as needed (malpractice, property, benefits renewals, policy review, state and federal filings)
- Support organizational insurance renewals and plan administration such as Workers' Compensation, General Liability, Unemployment, etc., including completing annual questionnaires, audit, and renewals
- Work with Executive Director and HR to review and update office policies and benefits sheet
- Organize and management and staff-wide training on office policies and benefits
- Manage annual year and fiscal year organizational updates
- Support development of and ensure compliance with PAIR office policies, including HR, employee handbook, Emergency Response Protocol, whistleblower policy, CBA, etc.

- Annually apply for certification of good standing, tax exempt status, SAM system verification, and Secretary of State report
- Support CBA implementation and adherence to terms of the contract as it relates to office administration
- Supervise and mentor administrative staff

Other Support

- Assist in preparing PAIR's annual reports and other PAIR informational material
- Assist the Executive Director and Development Director with special events and donor outreach
- Perform other duties as needed, including duties as part of PAIR's overall staff or as identified by the Executive Director or Board of Directors

Qualifications

Bachelor's Degree

Massachusetts residency required

At least five years of experience in operations management and with some finance experience preferred

Must have experience working in Operations, Office Admin, Accounting, Finance, and/or HR

High level of organization and attention to detail

Strong commitment to data integrity, financial health and good standing

Strong financial literacy and understanding of accuracy in finances

Excellent communication skills, including strong supervisory skills and responsiveness

Demonstrated ability to handle confidential, sensitive information with discretion

Excellent judgment, proactive decision-making, ability to prioritize tasks, and solutions-focused

Commitment to cybersecurity and preserving data privacy

Knowledge of cloud-based systems (e.g., Google Suite, Microsoft 365, Salesforce, QuickBooks) and core IT concepts

Comfort with implementing technology improvements and bringing a diverse staff along

Passion for our mission of supporting and empowering refugees and immigrants

Cultural sensitivity and ability to relate well and effectively in a diverse workplace with a diverse client population is required

Ability to establish and maintain a positive and professional relationship with co-workers, clients, and community service providers

Salary is commensurate with experience (target range is from \$95,000 - \$115,000).

Hours:

40 hours per week, hybrid schedule

Benefits:

PAIR offers generous benefits including health insurance (currently 100% premium covered for employee only), dental and vision insurance (currently 50% premium covered), 20 days accrued paid PTO, 10 sick days, 13 paid holidays, summer half day Fridays, 403(b) plan, short & long term disability, Paid Family/Medical Leave through MA DFML, professional development, Employee Assistance Program (EAP), and group life insurance.

PAIR is an Equal Opportunity Employer committed to inclusive hiring and dedicated to diversity in both its staff and work. We encourage all people to apply, including Black, Indigenous, and

People of Color (BIPOC), immigrants, people of all gender identities, and LGBTQ+ candidates. Nominations or applications, including a cover letter, resume, and 3 references, should be sent to career@pairproject.org.

By submitting an application to PAIR, you are confirming that everything included in your application is true and correct to the best of your knowledge.

Please no inquiries or phone calls.

Applications will be accepted on a rolling basis until the position is filled, and applicants selected for interviews will be duly notified.