



The Republic of the Marshall Islands  
**MINISTRY OF HEALTH AND HUMAN SERVICES**  
**P.O. Box 16**  
**Majuro, Marshall Islands 96960**  
**Phone: (692) 625-5660/5661 | Fax: (692) 625 3432**



## JOB DESCRIPTION

<b>Position Title</b>	<b>Human Resources Coordinator</b>
<b>Position Type</b>	Multi-Year, Technical Consultant
<b>Ministry and Division</b>	Ministry of Health and Human Services, Human Resources Department
<b>Locations</b>	Delap, Majuro Atoll and/or Ebeye, Kwajalein Atoll.
<b>Contract Period</b>	Immediately until November 30, 2027
<b>Supervisor</b>	Director, Human Resources Department
<b>Contracting Agency</b>	Pacific Island Health Officers' Association (PIHOA) on behalf of RMI MoHHS
<b>Salary/Compensation</b>	Commensurate with qualifications and experience.

**JOB PURPOSE:** The Human Resources (HR) Coordinator will be a key resource to the HR Department of the Ministry of Health and Human Services (MoHHS) of the Republic of Marshall Islands (RMI) to ensure that HR processes run smoothly, and employees have access to necessary information and resources. Furthermore, assist in the implementation and monitoring of the Human Resource for Health (HRH) Action Plan bearing in mind the interrelationships of the roles of Health Resource Management, Leadership, Policy, Finance, Partnership and Education in promoting a responsive HRH Workforce. Furthermore, the HR Coordinator will assist the HR Director to enhance the efficiency of the Human Resources Management (HRM) Teams in Majuro and Ebeye in the delivery and collection of HRM administrative matters. Specifically, this focus on core HRM functions like recruitment, orientation, employee relations, compensation and benefits, licensing and compliance, professional development, retirement/resignation/separation as well as relocation and/or repatriation in the context of the delivery of healthcare services in RMI. These functions are to be performed under the overall directions of the Director, Human Resources, in consultation with the Deputy Secretary/Bureau Lead overseeing the Human Resources Department and supported by HR Technical Consultants embedded within the Unit.

Additional technical and operational guidance will be provided by the RMI-MOHHS Deputy Secretary (DS), Office of Health Planning, Policy, Preparedness, Personnel and Epidemiology (OHPPPE), the PHIG Project Management and Technical Support Team (PMTS) Team Lead (TL), and the PHIG PMTS Workforce Development Specialist (WDS). This will be under the overall direction of the RMI-MOHHS Ministry Leadership Team (MLT) and the RMI MOHHS' OE22-2203 Project Management Unit (PMU). The PMU is composed of designated RMI MOHHS staff and OE22-2203-funded consultant technical leads. The PMU will be responsible for the daily management oversight, planning, coordination, and monitoring of OE22-2203-funded activities. The PMU will be further supported by the RMI MOHHS' OE22-2203 bona fide agent, the Pacific Islands Health Officers' Association (PIHOA), who will provide administrative and fiscal support for the RMI MOHHS' OE22-2203 grant.

**KEY RESPONSIBILITIES:** Under the directions of the Director, Human Resources, the HR Coordinator will carry out the following duties:

1. **Employee Relations and Enquiry:** Support the HR Director to serve as the MoHHS:
  - a. First point of contact for HR enquiries within MoHHS guiding employees through policies and procedures and directing their enquiries when necessary to appropriate team members

2. **General Administrative Support:** Support the HR Director to serve as the MoHHS
  - a. Point person for the HR Task Force Committee (HRH) and manage the secretariat of the HRH Task Force Committee
  - b. Responsible for addressing and tracking of the actions on the approved Commission Meeting minutes
  - c. Point person for the MOH Medical Licensing board and work with the HRH Task Force to update recommendations for in the RMI HRH Action Plan, including related budgets
  - d. Liaison staff with other MoHHS Departments and external agencies by developing and promoting a good understanding and working relationship within the Ministry/Personnel office/Finance office and the Personnel and Finance Sections responsible in other Ministries/Department and the Public Service Commission (PSC) or equivalent bodies.
  - e. Point person within HR for other delegated Ministries/Department and agencies in RMI
  - f. Point Person for coordination of MoHHS local professional development
  - g. Point person for maintaining the HR inventory database
3. **Records Management:**
  - a. Supervise the maintenance of accurate personnel data (payroll info, leaves, turnover, personal information) in both paper and HRIS databases such as Interact and Orange HR, ensuring compliance with record retention laws, privacy and confidentiality
  - b. Coordinate and monitor subordinate HR Specialist entries to promote Zero-defect record-keeping in HRIS and physical files
  - c. Train HR Specialist on guidelines and SOPs to ensure precision in data entry and report generation
4. **Supervision and Mentorship:**
  - a. Provide orientation, training, mentorship and guidance to HR Specialist to enhance their capabilities to meet their desired outputs
  - b. Oversee the functions of HR Specialists in efficiently coordinating internal and external memorandum, emails, purchases and travel requests
  - c. Oversee the performance, training needs and development of subordinate staff
  - d. Oversee the efficiency of the medical licensing process and its administration
5. **Contract/Personal Actions Processing:** Supervise the work of HR Specialists in managing the signatory process for contracts and personnel actions, ensuring HR specialists meet the following required outputs:
  - a. **Timeliness:** Ensure contracts and personnel actions are walked through the signatory process efficiently
  - b. **Accuracy and Completeness:** Verify that all documents are properly completed, meet established quality standards and are accurately processed
  - c. **Distribution:** Ensure timely delivery of fully signed contracts and personnel actions to all relevant offices and executives
  - d. **Updating:** Update and maintain the "Contracts Tracking System"
6. **Recruitment and Selection:**
  - a. Coordinate and promptly respond to recruitment enquiries from MoHHS Bureau and Departments
  - b. Support MoHHS bureau and department heads with the creation of job descriptions
  - c. Coordinate the contract cycle and ensure efficient and timely processing with periodic reports and feedback to relevant offices; as well as communications to relevant MoHHS staff or prospective candidates
  - d. Coordinate, monitor and evaluate staff induction and exit interview processes and make recommendations
  - e. Coordinate internal and external correspondences such as opening posts and vacancy announcements
  - f. Coordinate the selection and contracts execution process
  - g. Coordinate the induction, onboarding and orientation process for newly employed staff
  - h. Coordinate the resignation, termination or separation process for staff exiting MoHHS ensuring a positive

HR experience

- i. Coordinate the relocation and repatriation process for Expats

**7. Employee Self-Appraisal and Performance Evaluation:**

- a. Coordinate the management of the Self-Appraisal and Performance Evaluation (SA/PE) process
- b. Support and assist employees and managers in completing the self-appraisal form and performance evaluation forms on time and assisting supervisors with performance management procedures

**8. HR Policies, Performance and Progress Monitoring:**

- a. Contribute to the development, implementation and monitoring of internal policies, guidelines, procedures and processes which provide an effective, consistent and timely delivery of HR services.
- b. Contribute to the development of strategic human resource management plans and annual functional operational plans including budget proposal for MoHHS Units, departments and bureaus
- c. Track the implementation of work plans and approved recommendations of the MOH HR Action Plan, update metrics on relevant M&E platforms such as ASANA and Orange HR, report to the HRH Task Force committee on progress of implementations
- d. Generate quality HR reports as determined by the Secretary of Health and the HRH Task Force Committee

**9. HRH Workforce Strengthening and Succession Planning:** Contribute to the following MoHHS initiatives:

- a. Reviews of the strengths/weakness of the local K-12 educational pipeline and the capacities of the local and regional institutions of higher learning to address local health workforce training needs
- b. Work with MoHHS HRH Task Force committee, Public Health, and Clinical care management supervisors to develop 5- and 10-year succession plans to replace health care workers to match the changing clinical, public health, community health, and administrative needs of the Ministry
- c. Work with the local Continuing Education Coordinators to facilitate both on-island and distance learning opportunities directed at growing MoHHS HRH
- d. Contribute to the policies and Standard Operating Procedures for MoHHS staff training opportunities to be implemented by the HRH Task Force committee.
- e. Support an all-inclusive education plan and similar initiatives to upgrade the current workforce Medical Learning and Continuing education endeavors
- f. Maintain Continuing Education Units (CEU) Database to track accumulated training hours for recertification and re-licensure needs

**10. Conflict Resolution:**

- a. Act as the first point of contact in the resolution of general grievances lodged with HR Department (except timesheet and payroll process) within the framework of the relevant employment legislation, policies and procedures.
- b. Partner with managers/head of departments/supervisors to build staff support networks within units

**11. Confidentiality and Ethics:**

- a. Maintain a high level of confidentiality and ensure the privacy of all employee information
- b. Adhere to and cooperate with all policies and procedures of the Ministry and relevant legislation
- c. Promote professional integrity and strict adherence to confidentiality and privacy of employee data and sensitive employee information, and monitor HR Specialists and other subordinates for compliance

**12. Work environment and Safety:**

- a. Contribute to a safe environment and cleanliness of the unit

**13. Commitment:**

- a. Be always committed to upholding HR Performance and Efficiency Standards
- b. Be always committed to partaking in HR Unit Departmental professional development and training

- opportunities for HR Staff and/or those undertaking HR related duties in other MoHHS Bureau
- c. Be always committed to supporting MoHHS to grow a responsive Human Resources for Health Workforce
  - d. Be always committed to treating all MoHHS Staff in a compassionate, courteous and professional manner
  - e. Promoting a positive HR experience for all MoHHS Staff, Interns, Consultants, Contractors and Volunteers

14. **Perform other duties:** within the capacity, qualification and experience normally expected from a person occupying position at this classification.

## SKILLS AND QUALIFICATIONS

### Qualifications

1. **Education and Experience:** Minimum of Bachelor's degree in Human Resources, Business Administration, or Management or related fields and/or minimum of three (3) years' work experience in a business environment. Previous experience working in an administrative unit with a healthcare organization or agency will be a plus
2. **Language Proficiency:** Fluency in English is required. Spoken, writing and working knowledge of Marshallese language will be a plus

### Skills

1. Excellent communication and people skills demonstrated by a history of effective liaison and established relationships with internal and external stakeholders
2. Ability to prioritize tasks; work well under pressure and display excellent attention to detail
3. Demonstrated capacity to work collaboratively and contribute to a team environment
3. Demonstrated ability to work under minimal supervision, using judgement and initiative to arrive at solutions, particularly in situations where procedural guidelines cannot be fully prescriptive
4. Ability to work with individuals from diverse cultural and professional backgrounds
5. Must have computer skills and demonstrate working knowledge of Microsoft Office Suite (especially Word and Excel, Power Point and Access)
6. Must be self-motivated, disciplined, and able to work with limited supervision
7. Must demonstrate compassion, patience, and ability to adapt to less-than-ideal, complex, and intense working conditions, including environments with little or no English-speaking skills and diverse cultural/ideological beliefs and practices
8. Should have a valid driver's license, or arrange for such within 3 months of employment
9. Must be willing to be stationed at either Majuro or Ebeye depending on the HR priorities of the RMI MoHHS

## ADDITIONAL INFORMATION

- Office and program equipment and supplies needed to conduct contract work will be provided by the RMI MOHHS, including but not limited to a desk and chair, laptop, relevant software subscriptions and laptop accessories, and general office supplies and office space (RMI MOHHS).
- Any local, RMI domestic travel and international travel required in the conduct of work within the RMI will be covered by PIHOA using RMI MOHHS' Travel Policy. All other trips not associated with contracted work will be at the expense of the candidate.
- No other benefits will be provided by PIHOA or the RMI MOHHS. Any medical or other insurance expenses, local and home base taxes, etc. will be the sole responsibility of the candidate. The RMI MOHHS can provide information regarding applying for local medical insurance through the RMI Government medical insurance scheme.

### APPLICATION:

Submit the following electronically with attention to the PIHOA Contracts Management Officer ([contracts@pihoa.org](mailto:contracts@pihoa.org)): Letter of Interest that outlines your overall qualifications and professional experience in response to the Primary Qualifications listed above; Curriculum Vitae or Resume; and Minimum of three (3)

professional references - these references must be from current and past employment supervisors based on the last 8-10 years of employment.

Approved by:

  
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MOHHS Secretary of Health

**11-18-25**

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Date