Title of Position: Operations Specialist
Supervisor: Executive Director
Status: Part-time (20 hours)
Hourly Rate: $15

Position Description: The Operations Specialist will assist and support the Executive Director (ED) and other staff in meeting the objectives and goals of Hemophilia of North Carolina (HNC).

Duties and Responsibilities:

Bookkeeping –
- Track finances of day-to-day operations of organization in QuickBooks
- Invoice companies, prepare checks, and other QuickBooks-specific tasks as needed
- Work with ED and accountant to ensure proper bookkeeping
- Provide financial reports as requested by board and ED

Office Tasks –
- Manage day-to-day operations of the office (phone calls, mail, copying, faxing, correspondence, organizing and maintaining orderly systems)
- Prepare and send out mailings (postal and electronic)
- Update and maintain Excel and online databases
- Stock office supplies and run errands as needed
- Perform queries and produce mailing labels and reports as needed
- Coordinate office volunteers as necessary

Communication, Marketing, and Development –
- Coordinate newsletter development and distribution, third party mailings, and advertising (digital and print ads)
- Assist with grant development and documents required for grant compliance and reporting purposes
- Maintain donor database and member database (Bloomerang)
- Prepare donor acknowledgment letters and track donations
- Prepare and send new member packets in coordination with Program Manager

HNC Programs/Activities –
- Financial Assistance Program
  - Community Assistance: MedicAlert
    - Work with NC Hemophilia Treatment Centers and other community representatives to obtain MedicAlert requests from patients
    - Submit MedicAlert applications and communicate with MedicAlert representatives about updates to MedicAlert memberships, payments, etc.
    - Track orders and payments in Financial Assistance database
  - Community Assistance: Emergency Assistance
    - Work with NC Hemophilia Treatment Centers and other community representatives with regard to Emergency Assistance referrals
    - Assist members with applications including verifications with payees as needed
Act as intermediary between applicant and Financial Assistance Committee to relay questions, answers, and additional information between the two as needed

Prepare and distribute notifications about approvals and denials to applicants

Prepare and distribute payments to payees of approved applications

Track applications, approvals and denials in Financial Assistance database

- Institutional Assistance: Assist ED with preparation and distribution of institutional assistance and track in Financial Assistance database
- Educational Scholarships: Organize educational scholarship applications into a spreadsheet for committee review (one-time per year)

General –
- Assist/support initiatives as directed by the ED
- Assist with management of volunteers

Knowledge and Skills:
- Excellent clerical and communication skills
- Ability to complete assigned tasks in a timely manner
- Detail oriented, organized, and self-motivated
- Excellent writing and proofreading ability
- Computer proficient (Microsoft Office, QuickBooks, and Bloomerang or other database management software)
- Strong problem-solving skills
- Ability to initiate and complete multiple tasks in a fast-paced environment
- Ability to work well with diverse constituencies of various socio-economic backgrounds, including health care professionals, hospital administrators, agency directors, board members, volunteers, and consumers
- Ability to function in a collaborative manner with staff and others who work as part of our team.

Working Conditions:
- Travel required to complete errands and tasks necessary to ensure optimum operation of the office

Qualifications:
- High school diploma required; bachelor’s degree preferred
- Three years of administrative and clerical experience
- Financial expertise in operational budgeting and fiscal reporting. Three years of experience in using QuickBooks for bookkeeping
- Bilingual – English/Spanish – speaker preferred

How to apply:
- Interested applicants should send resume and cover letter to jobs@hemophilia-nc.org by April 27.

HNC encourages applications from individuals regardless of race, color, ethnic origin, religion, ability and sexual orientation. We thank all applicants for their interest. Only those selected for interviews will be contacted.

Note: No telephone inquiries accepted. Candidates will be subject to a criminal records check.