



National Organization for Albinism and Hypopigmentation

JOB DESCRIPTION

POSITION: Operations Support Specialist

Reports to: Operations Manager

Position Summary:

The Operations Support Specialist provides vital support to streamline day-to-day operations, ensure the efficiency and effectiveness of NOAH's programs and services, and directly contribute to the success of NOAH's mission.

This **remote** position is **part-time (10 hours per week, 20 hours per pay period)**.

Duties and Responsibilities:**

The Operations Support Specialist will perform work in areas including but not limited to:

- Database entry/support
- Donation processing
- Donor stewardship
- Monitoring community member interactions and recommending supports available along their journey
- Member email and text communication
- Light clerical/administrative duties as assigned.

Travel: While primarily remote, occasional travel may be required. Travel expenses will be covered per NOAH's Travel Reimbursement Policy.

***These duties may be modified and supplemented by the Executive Director.*

Qualifications / Skills:

- Knowledge of the issues affecting the albinism community.
- Demonstrated commitment to fostering a diverse, inclusive, and welcoming community.
- Solid oral and written communication skills.
- Effective organization and time management skills, with strong attention to detail.
- A high degree of accountability and integrity, exercising a high level of confidentiality and discretion.
- Proficiency with Microsoft Office Suite
- Experience with donor management applications
- Basic understanding of non-profit fundraising operations
- Self-sufficiency, strong problem-solving skills, proactive approach to addressing issues, and an ability to work with minimal supervision or in a collaborative team environment

Education and Experience Requirements:

- College degree preferred.
- Two or more years of experience in an operational or similar role

Clear results of a criminal background and financial background check will be a condition of employment. Applicant must be eligible to work in the United States.