



Position Description Operations Manager

Preeclampsia Foundation

Established in 2000, we are the leading national 501(c)(3) not-for-profit patient advocacy organization serving the 5-8% of pregnant women - 300,000 women each year in the U.S. - who are affected by hypertensive disorders of pregnancy such as preeclampsia (formerly known as toxemia), eclampsia and HELLP syndrome. We are advised by a medical board comprising the top medical and scientific experts in preeclampsia and related fields, additionally collaborating with other non-profit organizations, governmental agencies, academic institutions, and corporations to achieve our mission.

Our Purpose

To improve the outcomes of hypertensive disorders of pregnancy by educating, supporting, and engaging the community, improving healthcare practices, and finding a cure. We envision a world where preeclampsia no longer threatens the lives of mothers and babies.

Company Values:

- **Patient-Driven:** Everything we do, advocate for, and develop is through the lens of the patient experience.
- **Knowledgeable:** As a leading resource, we stay well-informed and provide accurate and timely information with guidance from our medical and scientific advisors.
- **Empathetic:** It's personal with us. We act with compassion and sincerity. We treat each other and others outside our team with human kindness.
- **Collaborative:** We take the team approach, seeking to build consensus with each other, our community, and our partners.
- **Trustworthy:** We are accountable to our community, our donors, volunteers, supporters, and each other; we work hard to maintain that trust and confidence.

Position Description

Reporting to the CEO, the Operations Manager is a full-time, salaried (exempt) position that works closely with the HR Manager and Contracts and Compliance Manager to comprise the Operations Department. This person supervises an Administrative Assistant, and oversees the day-to-day management of Administration, Facilities and Information Technology. This person will work closely with all staff to support the implementation of the Foundation's operating plan with tools, processes and resources that maximize effectiveness and efficiencies, continually evaluating best practices, internal systems and available resources.

Key Responsibilities for this Position

- **Problem Identification and Resolution** - Identify and analyze challenges and obstacles within program implementation. Develop and implement effective solutions to address and resolve issues.
- **Resource Allocation and Management** - Complete all projects on time, within budget and with uncompromising quality. Oversee the effective allocation and utilization of program resources, including equipment and materials; supervise staff, volunteers, contractors, as allocated.
- **Interpersonal Communication and Collaboration** - Facilitate regular meetings and discussions to ensure clear understanding of program goals, updates, and feedback. Develop and implement communication strategies to keep all parties informed and engaged. Collaborate with the Foundation's administrative and communication teams commensurate with programmatic goals and funding.
- **Conflict Resolution** - Proactively identify potential sources of conflict within the program team, volunteers, and stakeholders. Develop and implement strategies to manage and resolve conflicts effectively, ensuring a positive and collaborative work environment.
- **Additional Operations-Specific Responsibilities:**

- **Office Management** – Oversee property lease, facility maintenance and utilities, and manage day-to-day operations, including resource allocation (e.g., equipment and supplies)
- **Oversee IT** processes, hardware and software resources, and provide tech support for all employees (via internal staff and/or outsourced vendors); maintain necessary cybersecurity measures
- Working closely with rest of Operations Department managers, continually advance **efficiencies in the Foundation’s policies, processes, and procedures**; produce updated Policies and Procedures Manual, as needed
- Provide administrative and operational support to **Preeclampsia Foundation Canada** (approximately 20 hours per month, TBD)
- Support **Human Resources functions** including recruitment strategies and hiring, conduct new employee orientation and training to contribute to smooth transitions, provide day-to-day HR support with guidance by HR Consultant (NOTE: these activities may be delegated to an HR Coordinator role in the future, as the organization grows and HR support exceeds Operations Manager capacity)
- Contribute to **positive work environment** by leading staff recognition and celebrations, conducting annual staff satisfaction survey and acting upon areas for growth, and working closely with HR Manager to execute personnel activities.
- **Manage Administrative Assistant** in support of above and other activities, as needed, for operational excellence.

Competencies for this Position: These are the behaviors and qualities that contribute to the individual successfully executing the responsibilities of this role.

- **Builds Networks** - Builds strong formal and informal networks; maintains relationships across a variety of functions and locations; draws upon multiple relationships to exchange ideas, resources, and know-how.
- **Communicates Effectively** - Is effective in a variety of communication settings: one-on-one, small and large groups, or among diverse styles and position levels; attentively listens to others; adjusts to fit the audience and the message; provides timely and helpful information to others across the organization; encourages the open expression of diverse ideas and opinions.
- **Directs Work** - Provides clear directions and accountabilities; delegates and distributes assignments and decisions appropriately; monitors progress by maintaining dialogue on work and results; provides appropriate guidance and direction based on people’s capabilities; intervenes as needed to remove obstacles.
- **Drives Results** - Has a strong bottom-line orientation; persists in accomplishing objectives despite obstacles and setbacks; pushes self and helps others achieve results.
- **Manages Conflict** - Steps up to conflicts, seeing them as opportunities; works out tough agreements and settles disputes equitably; facilitates breakthroughs by integrating diverse views and finding common ground or acceptable alternatives; settles differences in productive ways with minimum noise.
- **Operational Excellence** – from the aesthetics of our work place to the efficiencies of our processes, identifies processes and creates the spaces necessary to get work done; separates and combines activities into efficient workflow; designs processes and procedures that allow managing from a distance; seeks ways to improve processes, from small tweaks to complete reengineering.

Qualifications – The ideal candidate will possess the following education, experience. and technical skills, as well as express a commitment to the Foundation’s core values.

Education and Experience:

Bachelor’s degree in business, nonprofit management, or a related field and 5-7 years of experience or graduate-level degree in a related field and 4-7 years of experience.

Technical Skills: These are the main skills, training, and knowledge one must have exhibited in previous roles to successfully perform the responsibilities outlined above.

- **Implementing and evaluating systems and processes** – Demonstrated experience in overseeing the implementation of systems or processes, as well as evaluating their impact and success.
- **Managing databases and donor management systems** – Ensured accurate and current information for effective constituent communication and stewardship. Utilized data analysis to identify trends and insights, supporting strategic decision-making.

- **Budget Management** - Maintained control over a project budget including detailed tracking and reporting of actual and planned spending, and adherence to any grant or other contractual requirements.
- **Technology** – Harnessed technology solutions for key activities and performance; displayed excellent understanding of IT issues, as well as learning and introducing new technology

Location:

PF Headquarters | 3840 W. Eau Gallie Blvd., Suite 104, Melbourne, FL 32934

Salary and Benefits

- Non-profit patient advocacy organization; compensation commensurate with candidate's experience (range: \$52,000– \$65,000)
- Medical insurance, employer pays half of employee's premium
- Dental and Vision insurance
- Parental Leave policy
- Employee Assistance Program (counseling, coaching, professional development)
- Life Insurance
- 401(k) option
- Paid Holidays and Personal Time Off

Equal Opportunity Employer

The Preeclampsia Foundation is an equal opportunity employer and encourages applications from individuals of all backgrounds and experiences. We are committed to creating a diverse and inclusive work environment.

To Apply

Please send cover letter, resume and, if known, Strengths Finder™ and Working Genius™ profiles to HR@preeclampsia.org with name of position in subject line.