



Service. Healing. Transformation.

Operations Associate

About the Organization

One World Surgery (OWS) is a nonprofit organization with the vision of a world committed to safe, timely and accessible surgical care. Our mission is to ignite the spirit of service and transform lives by providing access to high-quality surgical care globally. OWS funds and operates the world-class Holy Family Surgery Center in Honduras and construction for a second site in the Dominican Republic is currently underway. Our nonprofit is dedicated to helping thousands of underserved patients receive surgical care and helping hundreds of physicians, nurses and others in the US contribute to making a positive impact in global health.

We strive to create workplaces that reflect the communities we serve and where everyone feels empowered to bring their full, authentic selves to work. We welcome and encourage applicants from all backgrounds to apply. We are an equal opportunity employer.

Position Summary

The Operations Associate is a dynamic member of the Programs & Operations team who also works closely with the Development team. Approximately fifty percent of this person's time is dedicated to managing the donor database including gift entry, maintenance, and reporting. The Operations Associate also enables the development team to maximize fundraising success by providing data-driven insights. The other half of the time, this role supports general operations initiatives that promote growth and improve efficiencies across the organization. The Development Operations Associate reports to the Medical Missions Manager.

Essential Functions

Data Operations

- Manage the donor database and ensure data is complete, accurate, and entered in a timely manner
- Oversee and execute procedures for data entry, prospect assignment, moves management, and contribution coding
- Train staff on use of the database and provide regular updates on best practices
- Develop report and import templates and support teams with creation of complex reports
- Partner with development team to develop strategy and segment prospect and mailing lists for campaigns and events
- Use data analytics to support development team in making data-driven decisions
- Conduct prospect research using DonorSearch integration
- Collaborate with Finance Manager on weekly deposits and monthly financial reconciliation process

General Operations

Information Technology (IT)

- Manage One World Surgery's internal and external SharePoint sites
- Provide IT troubleshooting support for OWS teammates across all sites, connecting them with the appropriate resources
- Maintain hardware inventory, password manager, and records of systems access

- Support implementation of new technologies

Human Resources (HR)

- Create onboarding materials and coordinate new hire logistics and training
- Provide administrative support for culture-building and professional development activities
- Assist with payroll and benefits processes, as needed

Finance

- Assist with review of current accounting systems and support implementation of new systems

Legal

- Track contracts and policy renewal dates and assist with gathering information to ensure on-time submission and no lapse in services

Risk Management

- Assist with coordination of annual risk identification and assessment process
- Maintain risk management documentation including insurance policies, mitigation plans, and risk dashboard

Other

- Perform background research for new operations initiatives and assist with implementation
- Support monthly operating reviews and maintain dashboard of key performance indicators

Qualifications

- Bachelor's degree from an accredited four-year college
- At least 2 years of administrative, operations, or fund development experience (employment, internship, or volunteer), in the non-profit sector a plus
- Demonstrated database experience (donor database experience a plus) and track record of quickly learning new technologies
- Interest in non-profit sector, especially service and global health
- Excited to work on a diverse team that spans multiple countries
- Meticulous attention to detail and excellent organizational skills
- Ability to manage and prioritize multiple projects at the same time
- Ability to analyze data and provide data-driven insights and recommendations
- Uses proactive problem solving to provide insightful solutions
- Respectful of the sensitive and confidential nature of donor-related information

Status: Full time. Exempt from the provisions of wage and salary regulations. Salary range for this position is \$43,000-\$50,000 per year with comprehensive benefits package. Position is based in Deerfield, IL with opportunity for partial remote work (currently as well as during non-pandemic times).

Please send a cover letter and resume to maria.doria@oneworldsurgery.org with the subject line "Operations Associate."