



Operations Specialist Job Description

Job Title: Operations Specialist

Location: Durham, NC (Hybrid schedule with at least 1 required day on site weekly)

Position Type: Full-Time, Exempt

Reports to: Operations Manager

Background:

Family Connects International (FCI) is an independent 501(c)(3) nonprofit organization, providing training and technical support for the implementation of the evidence-based Family Connects Model, developed at Duke University. Family Connects (FC) is a community-based program supporting new parents in caring for their newborns, offering physical assessments of the postpartum person and infant, addressing questions about caring for a newborn, providing supportive guidance, and helping them access any community services or resources needed.

Position Summary:

FCI is seeking a detail-oriented and highly organized Operations Specialist with strong technology and customer service skills to support our growing team. This individual will play a vital role in operations administration and learning management system support.

Key Deliverables:

Operations and Administrative Support

- Support the monthly All-Hands meetings and logistics for other FCI events (remote and in-person), including providing audio/visual support for meetings,
- Track and support the annual calendar and enrollment for training compliance,
- Prepare presentation materials and edit reports for the executive team,
- Assist with employee recognition initiatives,
- Assist with office facility management, including inventory, maintenance requests, access, and other facility-related duties,
- Process mail, checks, and packages weekly,
- Assist with internal organization, including teams/SharePoint,
- Assist with preparing internal policies and procedures,
- Assist Operations in administrating and updating FCI Shared Calendars,
- Assist with on and offboarding community partners, staff, and stakeholders to the LMS, Salesforce, and other systems



- Other duties as assigned.

Qualifications:

Required:

- Associate's degree or equivalent experience in administrative support, education, public health, or related field,
- High proficiency with Microsoft Office Suite (Outlook, Teams, SharePoint, Excel, PowerPoint) and Zoom,
- Prior experience in administration or operations roles,
- Experience coordinating virtual and in-person meetings, training programs, or events, preferably in a healthcare or nonprofit setting.
- Strong organizational, communication, and interpersonal skills with attention to detail,
- Demonstrated ability to manage multiple priorities and work independently and collaboratively in a hybrid work environment,

Preferred:

- Bachelor's degree in a related field,
- Experience with LMS platforms (e.g., iSpring),
- Experience with nonprofit Boards of Directors

Physical Requirements:

- Extended sitting (up to 8 hours per day).
- Keyboarding.
- Ability to work in different (changing) locations.
- Ability to perform duties in an active environment with changes in climate and noise levels.
- Ability to travel by air, train, and car.

Pay Band: \$55,000 - \$70,000 per year

At Family Connects International, great ideas are generated by interdisciplinary teams. We support a collaborative environment and value teammates with different ideas, experiences, and perspectives. We believe that having a diverse team makes FCI a more innovative and impactful place to work, and we strive to make FCI a welcoming and inclusive place for all. We do not discriminate on the basis of race, religion, age, sex, national origin, disability status, sexual orientation, or gender identity or expression. FCI is an equal opportunity employer, and we strongly encourage people from diverse racial, ethnic, and cultural backgrounds, LGBTQ+ individuals, and people with disabilities to apply.