

BLEEDING DISORDERS FOUNDATION OF NORTH CAROLINA



260 Town Hall Drive
Suite A
Morrisville, NC 27560
919-319-0014
Fax: 919-319-0016
www.bleedingdisordersnc.org
info@bleedingdisordersnc.org

Title of Position: Operations Specialist

Supervisor: Executive Director

Status: Part-time (20 hours)

Location: Morrisville, NC

Hourly Rate: \$20

The Bleeding Disorders Foundation of North Carolina (BDFNC) was founded in the 1970s to promote awareness, provide support, and disseminate information to the community about hemophilia. Over the years, the organization has evolved to support a variety of bleeding disorders. Our Mission is to improve the quality of life of persons affected by bleeding disorders through advocacy, education, promotion of research, and delivery of supportive programs and services.

BDFNC is seeking a passionate and committed individual to be a resource for those living with bleeding disorders. This individual needs to be compassionate and detail-oriented. The Operations Specialist will assist and support the Executive Director (ED) and other staff in meeting the objectives and goals of BDFNC through assistance with important responsibilities like maintaining the database and managing the assistance programs offered.

Duties and Responsibilities:

- Manage day-to-day operations of the office including mailings and phone.
- Update and maintain databases and other documents, including:
 - Donor and member database (Bloomerang)
 - Assistance and Medical ID tracking sheet (Google Sheets)
- Create donor acknowledgment letters and track donations
- Prepare and send new member packets
- Proofread communications as needed (quarterly newsletter, email blasts, fliers)
- Develop materials as needed (ex. Resource Guides) with guidance from Executive Director
- Assist preparing for events, including bringing items downstairs from attic, printing materials, stuffing goody bags
- Community Assistance: Medical ID Program
 - Submit Medical ID applications and communicate with American Medical representatives about updates to American Medical 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

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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, Google Suite, and Bloomerang or other database management software)
- Strong problem-solving skills
- 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

Qualifications:

- High school diploma required; bachelor's degree preferred
- Three years of administrative and clerical experience required
- Database entry and management experience required
- Bilingual – English/Spanish – speaker preferred

BDFNC does not discriminate against employees or applicants on any legally recognized basis including, but not limited to: race, color, religion, sex (including pregnancy, childbirth, and related medical conditions), national origin, age, disability, sexual orientation, veteran status, citizenship status, uniform service member status, genetic information, marital status, or any other protected class under federal, state, or local law.

In order to provide equal employment to all individuals, employment decisions are based on merit, qualifications, and abilities.

Send cover letter and resume/CV to jobs@bleedingdisordersnc.org. Candidates will be contacted within one week of submitting their cover letter and resume.

Position will remain open until filled.