



## Operations Manager

*Washington, DC*

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## About NMAC

NMAC leads with race to urgently fight for health equity and racial justice to end the HIV epidemic in America. NMAC represents over 3,000 community- and faith-based organizations nationwide. The agency advances its mission by providing minority and minority-serving faith- and community-based organizations various capacity-building assistance programs, online and classroom-based training, printed and electronic resources, grassroots organization, and political advocacy. These activities help these agencies deliver HIV/AIDS services more efficiently and effectively, ultimately helping to mitigate the impact of HIV/AIDS in underserved and marginalized communities.

Since AIDS symptoms were first described in June 1981 in the Morbidity and Mortality Weekly Report, AIDS has disproportionately affected minorities. A nurse named Joan Vileno of Montefiore, a health care facility in Bronx, New York, recounted in Jane Gross' New York Times article, "The State of AIDS, 25 Years After the First, Quiet Mentions; The Nurse," that the majority of her patients in the early 1980s were minority heterosexual IDUs (injecting drug users). Many delayed seeking medical care due to AIDS' close association with homosexuality. All her patients died, and many of them estranged from their families.

Leaders of prominent minority AIDS organizations nationwide—including Paul Kawata, Gil Gerald, Calu Lester, Don Edwards, Timm Offutt, Norm Nickens, Craig Harris, Carl Bean, Suki Ports, Marie St.-Cyr, and Sandra McDonald—started the National Minority AIDS Council (NMAC) in response to the American Public Health Association (APHA) decision to not invite anyone of color to participate on the panel of its first-ever AIDS workshop, at its 1986 association meeting. Harris, an African American gay man living with AIDS, announced the formation of NMAC during that panel discussion after he rushed the stage, shouting "I WILL BE HEARD," and took the microphone away from Dr. Merv Silverman, then the San Francisco Health Commissioner.

NMAC then set about building awareness of the impact of HIV in communities of color. It met with U.S. Surgeon General C. Everett Koop while he was writing his historical report about AIDS. Initially scheduled for just 15 minutes, Koop, who had not known about the disproportionate impact of HIV/AIDS among minorities, sat riveted by NMAC's representatives for nearly two and a half hours. The report would become the only publication, besides tax and census forms, to be mailed to every person in the United States.

The agency incorporated in 1987 and later launched the groundbreaking social marketing campaign, "Live Long Sugar," with Patti LaBelle, which alerted people of color living with HIV/AIDS about the dangers of the common HIV co-infection, *Pneumocystis carinii* pneumonia (PNP). In 1989, NMAC partnered with the Centers for Disease Control and Prevention (CDC) to help build the capacity of small faith- and community-based organizations (F/CBOs) delivering HIV/ AIDS services in communities of color. This changed the agency's mission from raising awareness of the impact of HIV/AIDS among minorities to building leadership within communities to address the challenges of HIV/AIDS.

Three decades after Vileno's writings, HIV still disproportionately impacts communities of color. But NMAC continues to fight on minority communities' behalf with a community-based

response of public policy education programs, conferences, treatment and research programs initiatives, training, and electronic and printed resource materials.

## Position Summary

[NMAC](#) (formerly known as the National Minority AIDS Council) is seeking an operations professional who works with senior management to improve workflow and day-to-day business activities, including operations, Human Resources, and IT support among other areas. The individual will exercise professional judgment and confidentiality to complete the day-to-day tasks necessary to manage and oversee all aspects of this position. This individual must have the ability to work independently with minimal supervision, be organized, and proactive, ensuring all administrative tasks are efficiently and effectively implemented and the Deputy Director of Operations (DDO) is sufficiently supported.

NMAC's ideal Operations Manager has strong interpersonal skills, the ability to manage multiple tasks at once, and a wide breadth of experience managing clerical responsibilities. They are proficient with office technology—hardware and software—and can work successfully with a variety of individuals across the organization.

## Essential Job Functions

### Executive Office

- » Under the direction of the Deputy Director of Operations, coordinate and oversee day-to-day operations of the organization, ensuring smooth workflow and efficient business activities
- » Serve as a primary point of contact for constituents, funders, and vendors; representing NMAC in a professional and courteous manner and maintaining positive relationships with all external stakeholders.
- » Manage and execute special projects as assigned by the DDO and Executive Director (ED)
- » Assist the DDO and ED with project management, research, and other tasks as needed
- » Assists with the logistics for Board meetings, including but not limited to meals and special services, including any Board travel arrangements, draft agenda, prepare meeting reports and materials; draft transcribe and distribute minutes
- » Coordinate executive (and Board) travel, hotel, and car reservations, including verifying required travel documentation, determining timelines and processes to obtain necessary documentation, and taking appropriate steps to acquire documentation

- » Contribute to a positive and supportive team environment by building relationships with colleagues and fostering open communication. Oversee and support the Fun Committee Chair on logistics for all staff meetings, monthly lunches, annual summer event, holiday party and any other employee events
- » Collaborate with Directors across all Divisions to identify areas for improvement in operations and implement solutions to increase efficiency
- » Assist DDO with the development, recommendation, and implementation of office policies, procedures, and systems; ensure smooth office and virtual operations
- » Responsible for the organization's inventory management, overseeing the procurement, storage, and replenishment of all office, kitchen, and janitorial supplies, as well as staff equipment and software. Maintain accurate inventory records, ensure that all equipment is kept in good working order, and facilitate the purchase of new items as needed to ensure the smooth operation of the organization
- » Under the direct supervision of the DDO, support all maintenance and security open and close reports, security codes, security cameras, and related security issues
- » Manage timecard, vacation, and expense approvals for Executive staff as needed
- » Other duties as assigned by the Deputy Director of Operations and Executive Director

#### **Finance**

- » Assist with executive office budget, review and approve all office-related expenses
- » Manage the organization's business bill payment platform with oversight from the DDO
- » Track ED and DDO expense receipts and prepare monthly expense reports
- » Assist with annual business audit

#### **Human Resources**

- » Manage and maintain confidential human resources files, including personnel records and benefits information
- » Serve as HR Liaison working with ADP and staff; maintain employee information and updates in ADP
- » Administer and maintain the WorkForce Now employee portal
- » Manage all employee benefits under supervision of the DDO
- » Payroll Administrator responsible for bi-weekly payroll; including staff timesheet review and approval with oversight from the DDO; prepare payroll/timekeeping reports for management as requested
- » Update 401(k) and FSA contributions in ADP software interface
- » Assist with onboarding of new hires and termination procedures

- » Administer bi-weekly payroll and reporting, including staff timesheet review and approval and management of employee inquiries regarding paychecks, vacation, and timekeeping
- » Support, and at times, lead recruitment process; place ads, pre-screen applicants, and schedule interviews
- » Ensure compliance of HIPPA and employment standards for organization and staff
- » Maintain and update the organization's policies and procedures, ensuring that they are up-to-date and compliant with relevant regulations

### **Information Technology**

- » Assist with NMAC's hardware systems management, including onsite IT infrastructure, such as employee workstations, laptops, phones, etc.; work with vendors for IT solutions as needed
- » Facilitate and track purchases of computer hardware/software required by NMAC programs and new hires as needed
- » Assist with providing training to staff on the use of hardware and applicable software
- » Assist with updating and maintaining (and installing new versions, as necessary) for NMAC's electronic archive and financial record management solutions, including Basecamp, Microsoft 365 platform (including SharePoint) and virus software
- » Manage, with support from the DDO, installation, configuration, and ongoing maintenance to employee laptops, scanner/printers, smart phone devices, and peripheral equipment and software within established standards and guidelines; this support includes specification, installation, configuring, training, and testing of these systems and peripherals within established standards and guidelines, as well as troubleshooting and diagnosing unique, non-recurring problems with application software and operating systems issues
- » Administer and maintain Active Directory, including the set-up of user profiles, permissions, audits, rules, outlook, and other e-mail software solutions
- » Connect and set up new users on the NMAC network and provide initial training on software applications

## **Qualifications**

### **Position Requirements**

- » Bachelor's Degree in Business Administration or related field
- » Minimum of two to three years' work experience or equivalent combination of five to six years of progressive work experience

- » Strong interpersonal communication skills (verbal, written, and listening); able to communicate with various levels of management/leadership
- » Professional and well-organized with strong time management skills; detailed, with the ability to manage multiple priorities/projects concurrently
- » Working knowledge of or ability to quickly learn ADP, Trakstar, and other platforms
- » Extreme attention to detail in every aspect of this role
- » Strong computer skills including proficiency in Microsoft applications
- » Strictly confidential with the ability to handle and protect sensitive, personal, and confidential information/material
- » Practiced decision-making, problem-solving, and analytical skills
- » Strong written and verbal communication skills
- » Creative, strategic, and a self-starter with an ability to identify advocacy opportunities
- » Detail-oriented with the ability to juggle multiple projects for different stakeholders, often in rapid-response or high-pressure situations
- » A team player with the ability to do what is needed to achieve organization/team goals
- » Strong personal commitment to issues of equality and empowerment

While direct knowledge and experience in an HIV/AIDS and/or LGBT+ mission area are not required, the ideal candidate will be passionate about mobilizing people and resources to educate, inspire, and connect people to end the epidemic.

## Leadership + Key Colleagues

*(Please do not contact the organization or its leaders directly)*

### **Paul Kawata** **Executive Director**

Since 1989, Paul Akio Kawata has served as executive director of the National Minority AIDS Council (NMAC), the premier organization dedicated to leading with race to urgently fight for health equity and racial justice to end the HIV epidemic in America.

Under Kawata's direction, NMAC implemented the first HIV treatment education programs in the United States targeted toward minorities. Kawata provides strategic direction for the organization's administrative, fiscal, and fundraising infrastructure and oversees its training, technical assistance, education, and national advocacy programs and initiatives. In addition, he conceived and developed the organization's high-profile meetings, including the United States Conference on AIDS (USCA), currently the largest annual AIDS-related gathering in the country.

**Kim Ferrell**  
**Deputy Director of Operations (outgoing)**

Kim Ferrell has been with NMAC since 2005, starting as Paul's Executive Assistant advancing through several positions to her current role that supports and achieves the organization's mission and vision.

Kim leads organizational effectiveness by managing operational functions, including finance, accounting, contracts, and human resources; she serves as payroll administrator for the organization and oversees IT, supervising staff and contractors in these areas. She also oversees the Development Department and provides oversight of their business goals, alignment of goals to support NMAC's mission, and performance toward goals.

**Tara Barnes-Darby**  
**Incoming Deputy Director of Operations**

Tara Barnes is currently the Director of Conferences at NMAC. Having started in January 1998, she's pleased to have celebrated 25 years of working with the organization. She has been given multiple opportunities to advance at NMAC; she started as a Conference Coordinator and received promotions to Manager, Assistant Director, and then Director.

Over the years, she has worked on a variety of meetings and conferences both domestically and internationally. In addition to the regular logistics involved with planning meetings, she has collaborated with hundreds of people over the course of her tenure at NMAC via various planning and high-level Executive Committees to produce conference content. She is proud to produce the United States Conference on HIV/AIDS (USCHA), which has remained one of the largest domestic HIV/AIDS community conferences since its inception in 1997.

Tara will succeed Kim Ferrell and assume the role of Deputy Director of Operations in early 2024.

## **Reporting Relationships**

The Operations Manager reports directly to the Deputy Director of Operations and has no supervisory responsibility.

## Compensation + Benefits

The salary for this position is \$85,000

NMAC offers an extensive benefits package to eligible employees designed to meet the needs of our dedicated and diverse community. Benefits include:

- » Medical, Dental, Vision
- » Life, Accidental Death + Dismemberment Insurance
- » Long- and Short-term disability
- » 401 K Retirement Plan
- » Annual vacation leave based on years of service
  - 80 hours per year (0-2 years of service)
  - 120 hours per year (2-4 years)
  - 160 hours per year (4-6 years)
  - 200 hours per year (6-7 years)
  - 240 hours per year (8+ years)
- » Sick leave – Regular full-time employees accrue six (6) hours of paid sick leave per month (2.77 hours per pay period)
- » Twelve (12) paid holidays are observed each year
- » Winter office closure between December 24-January 1 each year
- » Paid sabbatical – employees with five (5) consecutive years of NMAC employment are eligible for five (5) weeks of paid leave once every five (5) years
- » Paid time for Jury Duty, Bereavement, Military, and DC/FMLA leave

As a reflection of our firm's commitment to equity and equal pay for all, Cooper Coleman requires that salary ranges or salary starting points be published for every search we conduct. The practice of not posting salaries perpetuates the gender and racial wage gap and discriminates against women, people of color, and other historically excluded populations by causing individuals to negotiate from a disadvantaged starting point.

## Location

This hybrid position requires remote and occasional in-person work at NMAC's Washington, DC headquarters. The successful candidate must reside in or relocate to the Delaware-Maryland-Virginia region.



# EEO + Diversity, Equity, and Inclusion

National Minority AIDS Council (NMAC) is committed to further building and maintaining a staff that reflects the full range of LGBTQ+, HIV-affected, and allied communities and is an equal opportunity employer. People of color, transgender, non-binary and gender-diverse people, women, people with abilities in multiple languages, immigrants, people living with HIV, and people living with (or perceived as having) other physical or mental disabilities are encouraged to apply.

## Background Checks

Before sending your resume for this position, please read it over for accuracy. Cooper Coleman verifies its candidates' employment and academic credentials at the time of offer, and our clients frequently conduct background checks before finalizing an offer.

## Submission Instructions *(read carefully)*

[Cooper Coleman](#) is leading this search on behalf of NMAC. To apply, please [visit this link](#) ([www.coopercoleman.com/current-searches](http://www.coopercoleman.com/current-searches)). Inquiries and nominations of qualified candidates can be sent to:

**Jennifer Snyder Brown**  
[jennifer@coopercoleman.com](mailto:jennifer@coopercoleman.com)

**Kindly use the position title as the subject line of your email.** All inquiries will be held in confidence.

**A cover letter is not required with your initial application but is welcomed to help us understand your fitness for this role during our initial evaluation.** Candidates invited for interviews will be asked to provide a thoughtful letter of interest indicating their specific qualifications for the opportunity, desire to join NMAC, and connection to its mission.

*Cooper Coleman LLC is committed to providing equal employment opportunities to all qualified candidates and will refer candidates without regard to race, color, religion, national origin, sex, sexual orientation or identity, age, ability, veteran status, or any other legally protected basis.*

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## About Cooper Coleman

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