LUNG CANCER INITIATIVE
A NETWORK OF HOPE AND ACTION

Director of Operations

Full-Time, Exempt

About Lung Cancer Initiative

As a leading non-profit supporting lung cancer research and education in North Carolina, newly emerging communities in South Carolina and beyond, Lung Cancer Initiative specializes in connecting patients, survivors and loved ones with the medical and research community. Our organization's mission is to advance survivorship and provide support to those affected by lung cancer through research, education and access programs.

Position Summary

The Director of Operations provides leadership and oversight for the day-to-day operational infrastructure of LCI, ensuring the organization has the systems, processes, resources, and internal coordination necessary to effectively advance its mission and strategic priorities.

Responsibilities

- Oversee the day-to-day operations of LCI and ensure effective functioning of internal systems and processes.
- Serve as LCI staff's key point of contact for human resources, office scheduling, payroll (Paychex Flex), policies and procedures, vendor and facilities management
- Develop, implement, monitor for updates and continuously improve organizational policies, procedures, workflows, and administrative systems.
- Identify operational gaps, inefficiencies, and opportunities for improvement and develop practical solutions.
- Establish clear internal processes, accountability structures, and timelines that support organizational priorities.
- Coordinate cross-departmental operational needs and resolve issues that affect multiple areas of the organization.
- Maintain an organizational calendar and annual operating cycle that includes key deadlines, events, Board activities, reporting requirements, renewals, and other organizational priorities.
- Ensure the organization has appropriate systems and resources to support staff productivity and collaboration.

Human Resources

- Oversee the administrative and operational aspects of human resources for LCI including liaison with vendors for LCI's employee benefits as well as payroll administration.
- Coordinate employee onboarding, offboarding, personnel documentation, benefits administration, leave administration, and employee records.
- Ensure compliance with organizational policies and employment-related requirements.
- Coordinate the annual performance management process, including timelines, documentation, and completion.
- Support supervisors in implementing consistent personnel practices and organizational policies.
- Partner with the CEO on staffing plans, organizational structure, compensation administration, and workforce needs.
- Support a positive, accountable, and healthy organizational culture.
- Assist with job description development and recruitment logistics for existing and new positions.
- Escalate significant employee relations matters, performance concerns, or potential legal issues to the CEO and appropriate professional advisors.

Financial & Administrative Coordination

- Serve as the internal operational liaison between LCI leadership, the Director of Finance, accounting/bookkeeping vendors, and other financial service providers.
- Coordinate the annual budgeting process and ensure departmental leaders have appropriate information and timelines.
- Coordinate the monthly financial reporting process and ensure reports are received, reviewed, and distributed appropriately.
- Monitor organizational administrative processes related to accounts payable, bill payment, purchasing, expense reporting, and financial documentation.
- Ensure appropriate internal controls and approval processes are followed.
- Coordinate with the Director of Finance and accounting vendor to address financial questions and operational issues.
- Support the CEO and senior leadership team with financial information needed for organizational decision-making.

Technology, Vendors & Facilities

- Oversee LCI's technology infrastructure and organizational software systems.
- Manage relationships with technology providers, office vendors, consultants, contractors, and other operational service providers.
- Coordinate software renewals, licenses, subscriptions, contracts, and vendor evaluations.
- Ensure staff have appropriate technology and tools to perform their work effectively.
- Oversee office facilities, supplies, equipment, maintenance, and related needs.
- Identify opportunities to consolidate, improve, or eliminate systems and vendors where appropriate.
- Maintain an organized inventory of key contracts, subscriptions, licenses, insurance policies, and renewal dates.

Risk Management, Compliance & Policies

- Maintain an organizational compliance calendar and ensure key requirements and deadlines are addressed.
- Coordinate the development, review, implementation, and periodic updating of organizational policies and procedures.
- Help ensure LCI maintains appropriate insurance coverage and risk-management practices in partnership with the CEO and professional advisors.
- Coordinate required filings, renewals, certifications, and organizational documentation with appropriate external professionals.
- Promote consistent adherence to organizational policies and procedures.
- Identify operational risks and bring significant concerns to the CEO with recommendations for resolution.
- Maintain appropriate organizational records and documentation.

Board & Governance Administration

- Support the CEO in maintaining an effective Board governance calendar.
- Coordinate Board meeting logistics, meeting schedules, materials, attendance, and follow-up.
- Ensure Board committees receive appropriate administrative support.
- Maintain organizational governance records, policies, committee documents, and Board calendars.
- Coordinate annual Board processes such as committee assignments, policy reviews, Board evaluations, and required documentation.

Strategic Plan Implementation & Organizational Accountability

- Help translate LCI's strategic plan into measurable organizational work plans and timelines.
- Maintain a centralized tracking system for strategic priorities, key initiatives, and organizational deadlines.
- Coordinate periodic progress reviews with senior leaders.
- Help ensure departments understand how their work contributes to organizational goals.
- Develop or maintain organizational dashboards and reports that provide leadership with visibility into progress.
- Identify barriers to implementation and work with appropriate leaders to resolve them.
- Support the CEO in preparing organizational performance updates for the Board.

Leadership & Cross-Department Collaboration

- Serve as a member of LCI's senior leadership team.
- Create strong communication and coordination across departments.
- Help establish clear ownership, deadlines, and accountability for organizational initiatives.
- Bring an organization-wide perspective to operational decisions.
- Stay in-tune with LCI’s mission and external operations by attending and supporting the Evening of Hope and Annual Meetings in-person each year in addition to a minimum of two additional LCI events annually.

- Foster a culture of collaboration, accountability, efficiency, and continuous improvement.
- Step in to solve operational problems before they become barriers to organizational effectiveness.

Qualifications

- Bachelor's degree in business administration, nonprofit management, organizational leadership, or a related field, or equivalent professional experience.
- 5+ years of progressively responsible experience in operations, administration, nonprofit management, healthcare, or a related environment.
- Demonstrated experience managing organizational systems, processes, vendors, and administrative functions.
- Strong organizational, project-management, and problem-solving skills.
- Experience coordinating across multiple departments or functional areas.
- Strong written and verbal communication skills.
- Ability to manage multiple priorities, deadlines, and competing demands.
- The highest level of integrity, discretion and professionalism when handling confidential employee, financial, and organizational information.
- Demonstrated ability to identify problems, develop solutions, and follow through to implementation.

Preferred

- Experience in a nonprofit or mission-driven organization.
- Experience with human resources administration and employee benefits.
- Experience coordinating financial operations and working with accounting professionals or outsourced finance providers.
- Experience with nonprofit Board administration and governance.
- Experience implementing or improving organizational systems during a period of growth or change.
- Experience with Bloomerang, OneCause, Paychex, Ramp and Quick Books Online a plus.
- Familiarity with nonprofit compliance, policies, and risk management.

Hours/Shift

- Full-time, in-person at LCI office in Raleigh, NC
- Monday-Friday
- Infrequent evenings and weekends