



Position: Operations & Program Manager
Company Name: Wilson Disease Association (WDA)
Job Location: United States Full-Time, Remote
Base Salary & Benefits: TBD
Reports To: Board President or Board Designee

Company Description

The Wilson Disease Association (WDA) (www.wilsonsdisease.org) funds research and facilitates and promotes the identification, education, treatment and support of patients and other individuals affected by Wilson disease worldwide.

The WDA is seeking a dedicated and organized individual to join our team as a full-time Operations & Program Manager. This position offers a unique opportunity to contribute to the mission of the organization and make a difference in the lives of individuals affected by Wilson disease.

Position Summary

The Operations & Program Manager serves as the central hub for all organizational systems, data, communications flow, program coordination, and administrative management. This role ensures that the WDA operates smoothly, efficiently, and in alignment with its mission.

The individual in this role will oversee membership data, support key programs and events, process donations, assist with patient support functions, and maintain operational infrastructure. This position requires exceptional organization, communication, follow-through, and comfort working with volunteers, contractors, medical professionals, families, and donors.

Job Duties (Includes but Not Limited to):

Key Responsibilities

- 1. Membership & Database Management (NEON CRM)**
 - Utilize WDA's NEON CRM system to maintain accurate and up-to-date records for Board members, donors, families, clinicians, volunteers and any other applicable constituents.
 - Conduct routine database maintenance (merge duplicates, verify addresses, update emails, identify missing fields).
 - Generate itemized lists and reports for fundraising, accounting, communications, events, and program analytics.
 - Work with the WDA Development Director, Finance Committee, and any other applicable Committee to optimize donor tracking, acknowledgment processes, and campaign reporting.
 - Maintain user permissions, tags, custom fields, and automation workflows.

2. **Finance**
 - Ensure all financial records, including Financial Statements, annual IRS Form 990 and New York State filings, contracts, invoices, receipts, and donor documents are organized, filed, and stored securely.
 - Ensure all payments are properly authorized and documented, and email expense invoices to Quickbooks Online to be set up for payment.
 - Ensure that credit card statements are supported by receipts.
 - Ensure appropriate payroll tax filings and payroll processor reports are collected and filed securely.

3. **Donation Processing & Acknowledgment Support**
 - Promptly and accurately record and categorize all donations in NEON CRM.
 - Generate and send acknowledgment letters, ensuring IRS-compliant donor documentation.
 - Flag major gifts and unusual donor activity for Board President and Development Director.
 - Prepare monthly donation summary reports for financial statements purposes.
 - Maintain organized digital and physical donation records in accordance with the WDA Document Retention Policy.

4. **Program, Event & Project Coordination)**
 - Provide logistical and administrative support for WDA's annual conference, webinars, workshops, medical center presentations, and support groups.
 - In collaboration with the WDA Event Coordinator, ensure management of event logistics including scheduling, speaker coordination, registration, timelines, attendee communication, and preparation of materials.
 - Support creation of program agendas, run-of-show documents, session tracking, and post-event follow-up.
 - Manage online event platforms (Zoom, Teams, registration systems, surveys) and maintain accurate attendance and participation data.
 - Maintain project tracking systems (Google Sheets, Smartsheet, or similar) to monitor timelines, deadlines, deliverables, and stakeholder communication.
 - Ensure alignment and clear communication across the Board, committees, contractors, volunteers, and staff to keep programs and projects on track.
 - Track program analytics, summarize outcomes, and prepare reports for internal review and Board updates.

5. **Patient & Medical Support Assistance**
 - Support WDA's patient assistance and medication coordination processes, following established protocols.

Maintain sensitive information with strict confidentiality and compliance with HIPAA-like standards and internal WDA Policies & Procedures, including but not limited to WDA's Confidentiality Policy.

6. **General Operations & Administrative Management**
 - Oversee Google Workspace organization, including file management, shared drives, and permissions.

- Maintain and manage Board-specific shared drives, permissions, and access levels to ensure secure, organized, and user-friendly collaboration.
- Maintain organization-wide calendars, meeting invitations, and scheduling for internal and partner meetings.
- Manage official WDA inboxes and customer service flow.
- Ensure that the Board of Directors is properly trained in the use of Google Workspace platforms (Gmail, Drive, Docs, Sheets, Calendar, and shared folders).
- Draft, edit, and distribute routine communications, memos, and updates.
- Support Board President and Board committees with materials, scheduling, and documentation.

7. **Governance & Board Support**

- With the Board President, prepare materials for Board meetings (agendas, minutes, reports, annual calendar tracking).
- Assist the Board President with governance documents, compliance tracking, and annual filings.
- Maintain up-to-date Board roster, committee lists, and organizational documents.
- Track and support committee (project) deliverables (Executive, Finance, Policy, Medical, etc.).

Qualifications

- Bachelor's degree or equivalent experience
- 3–5 years nonprofit operations/program experience preferred
- Experience with CRM systems (NEON CRM desirable)
- Strong organizational and communication skills
- Proficiency with Google Workspace
- Commitment to WDA's mission

Additional Skills & Competencies

- Strong project management and organizational skills.
- Knowledge of Non-Profit Boards
- High attention to detail, accuracy, and confidentiality.
- Ability to work independently and manage multiple tasks simultaneously.
- Exceptional written and verbal communication skills.
- Strong customer service orientation, compassion, and empathy when interacting with patients and families.
- Ability to learn new systems quickly.
- Familiarity with nonprofit program delivery, fundraising operations, and donor relations.

Reporting Structure

- Works closely with: Board President, Development Director, Communications Manager, and Event Coordinator.

Work Environment & Physical Requirements

- Remote work environment; must have reliable internet and workspace.
- Occasional travel for conferences, meetings, and events.
- Ability to lift up to 20 lbs such as event materials and supplies.

The Wilson Disease Association is an equal opportunity employer. We welcome applicants of all backgrounds and experiences.

Please email careers@wilsonsdisease.org with your resume and a cover letter. Thank you for your interest. You will receive an email if you are invited to a interview.