



Job Title:	Director of Operations
Reports To:	CEO
Status:	Full-Time
Location:	Remote, with option to use offices in Cambridge MA, Aliso Viejo CA, and Washington DC
Last Revised Date:	May 2022

ABOUT GLOBAL GENES:

Founded in 2008, Global Genes is a 501(c)(3) nonprofit organization that connects, empowers and inspires the rare disease community, with the ultimate goal of eliminating the burdens of rare diseases for patients and families everywhere. We provide hope and direction for the more than 400 million people affected by rare disease around the globe. We fulfill our mission by helping patients find and build communities, gain access to information and resources, connect to researchers, clinicians, industry, government and other stakeholders, share data and experiences, and stand up, stand out and become effective drivers of progress on their own behalf.

ROLE SUMMARY:

The **Head of Operations** will work closely with the CEO and serve as a vital partner to the leadership team, HR, Finance and other functions to ensure that the organization operates effectively, compliantly, and consistent with our values and mission. In particular, the Head of Operations will bring an increased level of rigor and follow-through to the day-to-day running of the business, and also offer strategic guidance on how the organization can operate more effectively and efficiently as we continue to grow.

The Head of Operations role requires a confident, poised leader and professional who is skilled at managing financial, governance and human resources-related operational demands (in concert with managers of those functions) and who works collaboratively and effectively with other peers and staff at all levels. Attention to detail and responsiveness are essential skills.

KEY RESULTS:

- Effectively represents the leadership team and follows through with internal and external stakeholders on matters related to day-to-day operations and finance
- Supports the mission and strategic objectives of the organization by helping to ensure programs operate on budget and are adequately supported via staff and other resources
- Effectively tracks, communicates and reports on the status of key activities and organizational performance to leadership team and functional leaders within the organization

RESPONSIBILITIES:

The Head of Operations will act as the leader / an essential member of team to carry out the duties required of the position, which include but are not limited to:

- Participation in weekly leadership team meetings
- Tracking, reporting follow-through on operational initiatives
- Regular interaction with functional leaders to assist in developing and tracking performance vs. plans
- Close coordination with finance and HR leaders to ensure operational excellence
- Proactively provide strategic insights and recommendations for operational improvement



QUALIFICATIONS:

- Bachelor’s degree from an accredited college or university required, advance degree and/or other relevant certifications desirable
- Minimum of 6 – 8 years proven success in relevant roles
- Knowledge of/connection to issues facing rare disease patients and the broader community preferred
- Non-profit advocacy, healthcare or life sciences sector experience a plus
- Exceptional analytical, documentation, customer-service, problem solving and communication skills
- Exceptional professional style with a strong customer service approach
- Self-starter with a proven commitment to excellence; results-oriented
- Role model in organizational skills, attention to detail and accountability
- Comfortable working on a fast-paced, remote team
- Proficient in Microsoft Suite, MS Word, Excel, PowerPoint, database management required (Salesforce preferred)
- Occasional travel for staff meetings preferred but not required, subject to travel restrictions

PERFORMANCE MANAGEMENT AREAS:

- Core Values: Integrity, Authenticity, Respect, Creativity, Collaboration
- Competencies: Personal, People, Strategic and Position
- OKRs: Objectives and Key Results

To Apply: Please email resume and cover letter to humanresources@globalgenes.org

Equal Opportunity Employer committed to diversity in the workplace.

The statements herein are intended to describe the general nature and level of work being performed by employees and are not to be construed as an exhaustive list of responsibilities, duties, and skills required of personnel so classified. Furthermore, they do not establish a contract for employment and are subject to change at the discretion of the employer.