

Operations and Strategic Projects Manager

Location: Remote

Salary Range: \$85,000 - \$110,000

Reports to: Vice President, Partnerships and Engagement

FLSA Status: Full-Time, Exempt

Organization Overview

NPWH is the professional community for Women's Health Nurse Practitioners, students, and other advanced practice registered nurses who provide women's and gender-related healthcare. We set a standard of excellence by generating, translating, and promoting the latest research and evidence-based clinical guidance, providing high-quality continuing education, and advocating for patients, providers, and the WHNP profession.

Our mission includes protecting and promoting a woman and all individuals' rights to make their own choices regarding their health and well-being within the context of their lived experience and their personal, religious, cultural, and family beliefs.

We envision a world where WHNP-BCs and all APRNs who provide women's and gender-related healthcare are esteemed pioneers in fostering a just, healthy, and equitable society.

Position Overview

The Operations and Strategic Projects Manager provides organization-wide leadership in strengthening NPWH's operational effectiveness, systems integration, and cross-functional project management. The position evaluates workflows, identifies opportunities for improvement, establishes consistent operational practices, and leads implementation of initiatives that improve efficiency, collaboration, accountability, and organizational performance.

Working across all departments, the Manager drives approved operational improvements, manages strategic projects, and supports adoption of effective technology and project management systems. The position also works with the CEO and vice presidents on initiatives involving research, analysis, stakeholder engagement, and implementation.

Although reporting to the Vice President, Partnerships and Engagement, the position serves organization-wide priorities established by executive leadership.

The Manager has delegated authority to lead approved changes and establish agreed-upon practices, while coordinating with department leaders and escalating decisions involving departmental authority, major expenditures, or competing executive priorities.

Core Competencies

- Organization-wide systems thinking and process improvement
- Cross-functional project leadership and execution
- Technology evaluation, integration, and vendor coordination
- Change management and influence without direct supervisory authority
- Research, analysis, and sound operational judgment
- Stakeholder engagement and facilitation
- Clear executive-level reporting and communication
- Documentation, accountability, and continuous improvement

Core Responsibilities

Organizational Operations and Process Improvement

- Evaluates workflows and business processes across departments to identify duplication, inefficiencies, gaps, and opportunities for improvement.
- Leads implementation of approved improvements in collaboration with departmental leaders and staff.
- Establishes consistent operational procedures, workflow documentation, and practical measures of effectiveness.
- Identifies risks to operational continuity and recommends backup procedures and sustainable practices.

Technology Systems Evaluation and Integration

- Assesses technology platforms for functionality, cost efficiency, integration, data quality, and staff usability.
- Leads the evaluation of Association Management Systems (AMS) and other enterprise solutions, including requirements gathering, options analysis, vendor comparisons, and transition planning.
- Coordinates approved technology transitions, vendor relationships, staff training, and adoption in partnership with relevant staff and providers.
- Identifies opportunities to consolidate redundant tools and improve secure information sharing.

Cross-Functional Project Management

- Leads projects spanning multiple departments, defining scope, deliverables, responsibilities, milestones, and timelines.
- Establishes and maintains organization-wide project management practices using Asana and other appropriate tools.
- Tracks progress, addresses barriers within delegated authority, and escalates decisions or resource conflicts as needed.
- Provides concise project status, risk, and outcome reports to executive leadership.

Strategic Initiatives and Executive Support

- Manages special initiatives assigned by the CEO and vice presidents through an agreed-upon prioritization process.
- Conducts research, gathers stakeholder input, analyzes options, and prepares actionable recommendations.
- Coordinates with board members, committees, external partners, and vendors as appropriate.
- Prepares executive and board-ready summaries, presentations, and implementation materials.

Organizational Effectiveness and Accountability

- Drives adoption of approved workflows, standards, and project practices across departments.
- Facilitates change management, staff engagement, and practical training for new processes and tools.
- Coordinates knowledge-management and documentation practices to preserve institutional information.
- Monitors operational results and recommends refinements to sustain improvements.

**Qualifications
Required**

- Bachelor's degree in business administration, nonprofit management, organizational development, information systems, or related field, or equivalent professional experience.
- Five or more years of progressively responsible experience in operations, project management, organizational improvement, or related work.
- Demonstrated experience evaluating business processes, systems, and opportunities for technology integration.
- Experience leading cross-functional initiatives and implementing change without direct supervisory authority.
- Proficiency with project management platforms such as Asana and familiarity with CRM, AMS, or comparable enterprise systems.
- Experience working effectively with senior executives, external stakeholders, vendors, and volunteer leaders.
- Strong analytical, organizational, facilitation, written communication, and project execution skills.
- Ability to exercise sound judgment, maintain confidentiality, and succeed in a remote work environment.

Preferred

- Experience in a nonprofit association, professional membership organization, or similarly complex organization.

- Experience selecting or transitioning an Association Management System or other integrated enterprise platform.
- Experience coordinating vendor contracts, operational dashboards, or business continuity planning.

Compensation and Benefits

NPWH offers a competitive benefits package including health insurance, retirement contributions, paid time off, and professional development opportunities. Salary range for manager level positions is \$85,000 - \$110,000 based on experience.

How to Apply

Send your resume and a cover letter outlining your interest in the position as one pdf document to info@npwh.org. Resumes will be reviewed on a rolling deadline for initial interviews to begin the week of November 9. An anticipated start date is on or around January 4, 2027.

Equal Opportunity Employer

NPWH is an equal opportunity employer and is committed to fostering a diverse, equitable, and inclusive workplace.