

Senior Operations Manager

Dementia Alliance of North Carolina

Location: Raleigh, North Carolina (occasional statewide travel required)

Reports to: Executive Director

Salary range: \$60,000–\$70,000 (commensurate with experience)

About Dementia Alliance of North Carolina

Dementia Alliance of North Carolina believes everyone impacted by dementia deserves support, dignity, and hope—until there is a world without dementia. Serving more than 210,500 people across our state, we are committed to building a culture of care that meets families where they are.

As North Carolina’s trusted resource for dementia education, support, and navigation, 100% of donated funds remain in North Carolina to directly benefit individuals and caregivers. Through strong partnerships, practical education, and compassionate support, we walk alongside families every day.

We are a collaborative, mission-driven team that values financial stewardship, transparency, thoughtful systems, and continuous improvement. We believe strong internal operations make strong mission impact possible.

Position Overview

The Senior Operations Manager plays an important role in ensuring our organization runs smoothly and responsibly in support of our mission. This position blends hands-on administrative work with systems coordination to support a team of eight dedicated staff members.

Reporting to the Executive Director, this role helps maintain efficient, accurate, and compliant internal operations, enabling programs and services to thrive. The position works closely with leadership and staff across the organization and does not include direct supervision of staff.

Core responsibilities include financial administration, donor database stewardship, board support, compliance tracking, HR coordination, and ongoing improvement of internal systems and workflows.

Key Responsibilities

Financial Administration & Bookkeeping

- Process mail, deposits, bill pay, and check distribution
 - Maintain organized accounts payable and receivable documentation
 - Reconcile monthly credit card statements and collect supporting receipts
 - Enter and code transactions in QuickBooks, attaching documentation
 - Generate financial reports for internal tracking and audit preparation
 - Assist with annual audit preparation in coordination with finance support
 - Maintain accurate, well-organized financial records that reflect strong stewardship
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Donor Database & Development Operations

- Maintain the accuracy and integrity of the donor database
 - Enter and update gifts, including non-cash and third-party donations
 - Record donor notes and track new and lapsed donors
 - Coordinate acknowledgment processes, including thank-you letters and memorial gifts
 - Support improvements to development workflows and documentation
 - Maintain working knowledge of CRM best practices
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Board Support

- Coordinate logistics and materials for Board and committee meetings
 - Prepare and compile board packets and supporting documentation
 - Maintain organized and confidential board records
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Organizational Systems & Process Improvement

- Support the transition from paper-based to electronic tracking systems
 - Document and improve internal workflows across departments
 - Identify inefficiencies and implement practical process improvements
 - Maintain internal tracking tools and dashboards
 - Support operational components of strategic plan initiatives
 - Strengthen documentation and internal communication practices
 - Align program data tracking with reporting and compliance needs
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Compliance & Risk Management

- Maintain the organizational compliance calendar, including filings, registrations, audits, and insurance renewals
 - Coordinate documentation for regulatory and grant requirements
 - Maintain vendor contracts and organizational agreements
 - Support secure recordkeeping and document retention practices
 - Help ensure internal practices align with nonprofit governance standards
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Technology & Systems Administration

- Serve as primary internal point of contact for systems coordination
 - Manage software subscriptions and vendor relationships
 - Maintain user permissions and access controls
 - Coordinate with external IT providers for troubleshooting and support
 - Promote strong data integrity and security practices
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HR & Internal Operations

- Coordinate onboarding and offboarding processes
 - Maintain confidential personnel files and HR documentation
 - Support employee benefits administration
 - Track performance review timelines
 - Maintain employee handbook and policy documentation
 - Support internal meeting coordination and communication systems
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Who We're Looking For

This role requires strong operational judgment and a commitment to mission-driven work within a small organization.

You are:

- Operationally mature and systems-minded
- Thoughtful in decision-making and clear about when to escalate
- Highly accountable and dependable
- Calm under pressure and comfortable balancing competing priorities
- Emotionally intelligent and professional with sensitive information
- Comfortable reinforcing processes respectfully and consistently
- Detail-oriented and adaptable with technology
- Motivated by strengthening infrastructure so programs and people can thrive

- Dementia Alliance of North Carolina is an equal opportunity employer and encourages candidates from diverse backgrounds to apply

You understand that strong internal systems directly support caregivers and families across North Carolina.

Required Qualifications

- 3–5+ years of experience in operations, executive support, nonprofit administration, or a similar role
- Experience supporting senior leadership
- Proficiency in QuickBooks (or QuickBooks Online)
- Experience managing databases
- Strong proficiency in Google Workspace
- Excellent written and verbal communication skills
- Demonstrated discretion and professionalism with confidential information

Education

- Bachelor’s degree OR equivalent professional experience

Preferred Qualifications

- Bilingual proficiency
- Experience working in a nonprofit organization
- Experience managing donor databases or CRM systems such as Bloomerang
- Familiarity with nonprofit financial reporting or audit preparation

Why This Role Matters

Behind every caregiver we support and every program we deliver are strong systems that make the work possible. The Senior Operations Manager helps ensure Dementia Alliance of North Carolina operates with care, accuracy, and integrity.

By strengthening financial processes, supporting compliance, and improving internal systems, this role helps our team serve families responsibly and sustainably. Thoughtful operations build trust — with caregivers, donors, partners, and one another.

In a small, mission-driven organization, strong internal infrastructure allows compassionate, community-centered work to thrive.

Benefits

Dementia Alliance of North Carolina offers a competitive benefits package, including:

- 80% employer-paid health insurance
- 20% employer-paid dental and vision coverage
- Life insurance
- 401(k) with matching after the first year of employment
- Paid holidays, vacation, and sick leave
- Professional development support
- Mileage reimbursement

Ready to Apply?

To apply, email the following documents to Jobs@DementiaNC.org.

Applications will be reviewed starting **Mar 27, 2026** .

- Cover letter (no more than 1 page)
- Resume (no more than 2 pages)
- List of two or more professional references

Incomplete applications will not be considered.

Please use the subject line “**Senior Operations Manager**” in your email.

No calls, please.