

Operations Coordinator

About Charlotte Trans Health

Charlotte Trans Health (CTH) is a nonprofit organization with a mission to increase health equity for the transgender and gender diverse (TGD) community through education, advocacy, and accessible, affirming care. CTH operates the following programs:

- PATH (Providing Access to Trans Healthcare) Program – Free case management, clinical care navigation and health services for uninsured and underinsured TGD individuals in the Charlotte metro area.
- Membership Program – CTH is a membership collective of medical, mental health, and allied health professionals committed to increasing access to competent, affirming care through collaboration, education, and consultation.
- Education Program – Coordinates and provides clinical-cultural competency trainings for healthcare professionals, general trans health and wellness community-focused trainings, and the identiversity online education platform,
- Community Engagement Program – Participation in community events and collaborative programming, advocacy, social media, and health literacy campaigns.

Position Summary

Charlotte Trans Health (CTH) seeks an organized, proactive, and systems-minded Operations Coordinator to support the day-to-day operations of our growing nonprofit organization. This position serves as a central point of coordination across CTH's programs, membership activities, fundraising efforts, communications, and organizational operations.

The ideal candidate is highly organized, comfortable managing multiple projects simultaneously, and enjoys building systems that improve efficiency and effectiveness. This role is designed for someone who can both execute administrative tasks and help strengthen organizational infrastructure as CTH continues to grow.

The Coordinator will work across all of CTH's programs and functional areas, interfacing regularly with the Executive Director (ED), program and committee chairs, and external partners and vendors.

Key Responsibilities

Organizational Systems & Project Management

- Manage organizational calendars, project timelines, and cross-program task tracking
- Develop, document, and maintain standard operating procedures (SOPs) and internal workflows
- Identify and implement improvements to organizational systems and processes

- Track action items and follow-through for committees, leadership groups, and program teams
- Support contract management, vendor coordination, and administrative recordkeeping
- Manage document organization and organizational record-keeping systems

CRM (Customer Relationship Management) & Data Management

- Co-manage CRM (Neon One) in partnership with the ED
- Maintain data integrity, contact records, and constituent tracking across programs
- Build and manage forms, automated workflows, and reporting structures in CRM
- Generate reports to support fundraising, membership, program delivery, and grant activities
- Lead implementation of CRM improvements and new processes over time

Communications & Marketing

- Coordinate organizational communications including newsletters, social media, website updates, and event promotions
- Help build and maintain a consistent CTH brand voice and communications calendar
- Develop or support marketing materials for programs, events, and fundraising campaigns
- Coordinate external communications with partners, sponsors, and community stakeholders

Development & Grant Administration

- Track grant deadlines, reporting requirements, and submission schedules across active awards
- Assist with compiling program data, documentation, and supporting materials for grant reports
- Coordinate donor acknowledgments and engagement activities
- Support sponsorship tracking, campaign logistics, and fundraising event administration

Membership & Volunteer Engagement

- Coordinate membership onboarding, renewals, and ongoing engagement
- Maintain membership records, communications, and tracking in CRM
- Support volunteer and intern recruitment, onboarding, scheduling, and supervision as assigned
- Assist with member and volunteer recognition efforts
- Assist committees with recruitment

Event & Program Support

- Provide operational and logistical support for CTH events
- Coordinate registration systems, volunteer logistics, vendor management, and event communications

- Support program staff with administrative and operational needs across PATH, education, community engagement, and membership

Qualifications

Required

- 3+ years of experience in nonprofit operations, project coordination, administration, and/or a closely related field
- Demonstrated project management skills, including the ability to manage multiple workstreams, track deadlines, and close loops independently
- Experience building or improving organizational systems
- Proficiency with CRM or database systems; comfort learning and operating new platforms
- Strong written communication skills and comfort producing external-facing content using software such as Microsoft Office, Google Suite, and Canva
- High attention to detail and consistent follow-through
- Ability to work independently in a remote environment with minimal supervision
- Commitment to TGD rights, health equity, and CTH's mission

Preferred

- Experience with Neon One or other CRM(s)
- Background in nonprofit communications, marketing, or social media management
- Experience supporting grant administration, reporting, or development functions
- Experience coordinating volunteers, interns, or event logistics
- Familiarity with LGBTQ+ communities, health equity issues, or direct-service nonprofits

Work Environment & Structure

This is a mostly remote (75%) position. Occasional in-person presence is expected for CTH events, partner activities, and organizational meetings in the Charlotte area. Work hours are Monday to Friday, 9 AM to 5 PM, with occasional evening and weekend commitments (advance notice provided). The Coordinator reports directly to the ED and works regularly with program and committee chairs across CTH's programs and membership structure.

CTH is a small, mission-driven organization doing meaningful work in a complex environment. This role carries real organizational responsibility—the person in this seat will have a direct and visible impact on how CTH functions day-to-day. We are looking for someone who is energized by and passionate about working for and with the TGD community.

Position Details

Hours: 40 hours/week

Classification: Full-time with Benefits

Location: Hybrid/Mostly Remote

Compensation: \$50,000–\$56,000 annually, commensurate with experience
Reports to: Executive Director

Benefits

- Health, Dental, and Vision Insurance
- Paid Holidays
- Paid Time Off: Vacation, Sick/Personal Time, and Bereavement Leave
- 403(b) Retirement Plan

How to Apply Submit cover letter and resume to director@charlottetranshealth.org.

Charlotte Trans Health is an equal opportunity employer. We strongly encourage applications from transgender and gender-diverse individuals, people of color, and others with lived experience relevant to our mission.