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**Operations Specialist, Academic Public Health Corps
Massachusetts Health Officers Association (MHOA)**

I. Position Description

The [Massachusetts Health Officers Association \(MHOA\)](#) is seeking an Operations Specialist to join our small, fast-paced team. Reporting to the APHC Program Manager, the Operations Specialist is responsible for leading the daily operations of the [Academic Public Health Corps \(APHC\)](#). The APHC is a pipeline program for the local public health workforce in Massachusetts. We hire and supervise a diverse group of public health interns to complete timely projects for local health departments. Our goals are to: (1) Support local public health departments, (2) Fill the local public health workforce gap, and (3) Advance health equity in Massachusetts.

A successful candidate will be highly organized and collaborative, have previous operations or project/program management experience, and be committed to the APHC's vision of creating a diverse pipeline to local public health careers in Massachusetts. This is a full-time, primarily remote position, with the exception of approximately 12-15 required in-person meetings per year.

To apply: Please send a resume and cover letter to careers@mhoa.com by March 3, 2023. Applications will be reviewed on a rolling basis.

II. Duties and Responsibilities

- Operations
 - Lead day-to-day workflow, staffing, and activities of the program to achieve targeted operational results
 - Lead all aspects of APHC service delivery, including organizing and tracking all project workplans
 - Assist with projects as necessary to improve operational efficiency and service quality
 - Increase standardization and efficiency of APHC operations
 - Maintain positive client relationships with local public health department staff
- Supervision
 - Supervise and develop the two-person Operations team, including regular team and 1:1 meetings
 - Ensure a successful internship experience for the APHC members throughout the internship period
 - Ensure compliance with APHC policies and procedures
- Administrative
 - Attend all APHC, Executive Board, and other internal and external meetings as required

- Develop and maintain reporting and auditing processes used to track and analyze operational effectiveness
- Perform other similar job-related duties as requested or required

III. Candidate Qualifications

- Bachelor's degree required, preferably in public health, business/healthcare administration, operations management, or related field
- Must be a Massachusetts resident and able to commute to in-person meetings when needed
- 2 years of project management, general operations, or similar experience preferred
- Supervisory experience preferred
- Committed to building and supporting a diverse workplace
- Excellent time management and organizational skills, with strong attention to detail
- Excellent written and oral communication skills
- Demonstrated ability to multitask and meet deadlines
- Able to take personal initiative and exercise independent judgment
- Strong customer relations skills
- Collaborative work style, able to work well within and across departments
- Proficiency in Google Drive, Microsoft Office programs, and creating visuals out of data
- Familiarity working with local public health, coordinating interns or student placement, with workforce development, or with quality improvement is a plus
- Experience with project management software (e.g. ClickUp) and/or familiarity with a customer relationship management system is a plus

An equivalent combination of education and experience which provides proficiency in the areas of responsibility listed above may be substituted for the above education and experience requirements.

IV. Working Conditions/Physical Demands

This position works remotely. Automobile travel within Massachusetts required. The employee operates standard office equipment. The employee will have regular interaction with APHC members, the APHC Advisory Council, MHOA's Board of Directors and executive director, Massachusetts Department of Public Health staff, municipal and state public health organizations, and private organizations. Contacts are in person, by telephone, email, virtual, and in writing, and require excellent interpersonal and communication skills, which may change in the future.

V. Hours, Compensation, and Benefits

- Full time (37.5 hours per week)
- Salary range: \$65,000–\$70,000
- Remote position
- Ability to work flexible hours as needed to support business needs
- Mileage reimbursement for work-related travel
- Benefits include:
 - Health insurance stipend
 - Annual Paid Time Off package: 15 vacation days, 15 sick days, 12 paid holidays, 2 personal days
 - Retirement plan with company contribution
 - Home office stipend

- Work laptop
- Strong commitment to professional development, including an annual training budget
- This position is contingent upon continued grant funding.

Americans with Disabilities Statement

Must be able to perform all essential functions of this position with reasonable accommodation if disabled.

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities and skills required by individuals so classified. MHOA reserves the right to modify position duties at any time to reflect process improvements and business necessity.

MHOA/APHC is proud to be an equal opportunity and affirmative action employer. We value diversity and are committed to creating a workplace that reflects this commitment. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, or veteran status.