

TSC Alliance
Silver Spring, Maryland

Executive Operations Coordinator

The TSC Alliance® is an internationally recognized nonprofit that does everything it takes to improve the lives of people with tuberous sclerosis complex (TSC). We drive research, improve quality care and access and advocate for all affected by the disease. The TSC community is our strongest ally. The collaboration of individuals and families, along with the partnership of other organizations, fuels our work to ensure people navigating TSC have support—and hope—every step of the way.

- We use a comprehensive approach to improve quality of life for people with TSC—fueling promising research while making sure that, day-to-day, individuals are diagnosed early and receive the highest quality care available. We also use our voice in policy around equitable healthcare access and federal funding for TSC research.
- Our work wouldn't be possible without the commitment of our community. Advancing research requires dedicated investigators, individuals with TSC, government and industry. Improving quality of and access to care demands healthcare professionals and dedicated volunteers. Raising awareness requires the work of families, individuals and volunteers.
- We strive to create an environment where all individuals feel included, our organization reflects and serves the broad diversity of our community, and we bridge health inequities.
- We bring together thousands of supporters to fuel our mission. We aim to fundamentally transform our donor base and increase funds available for research, community programs and advocacy to create a brighter future for everyone impacted by TSC.

This full-time position will be based in the TSC Alliance office in Silver Spring, Maryland with a hybrid work schedule (Monday, Tuesday and Wednesday in office, and the option of Thursday and Friday to work from home).

The Executive Operations Coordinator will be responsible for a broad range of executive support, office coordination, meeting logistics, and administrative duties. This role requires initiative, judgment, discretion, strong prioritization, and the ability to support multiple leaders while maintaining one clear reporting relationship. The person in this role must project warmth and professionalism toward internal and external stakeholders, meet deadlines, handle confidential information appropriately, and collaborate with others to achieve actionable results.

ORGANIZATIONAL STRUCTURE AND INTERFACES

Reports to:	Chief Operating Officer
Primary Interfaces (internal):	CEO, executive leadership team, communications department, and other department heads
Primary Interfaces (external):	Board members, community volunteers, major donors, corporate partners, vendors, office service providers, catering and event partners, travel partners, individuals with TSC and their families/caregivers

RESPONSIBILITIES

Executive and Leadership Support:

- Manage the President and CEO's calendar, scheduling priorities, meeting preparation, follow-up, and travel arrangements.
- Provide scheduling and administrative support to other executives as assigned by the COO.
- Prepare agendas, briefings, presentations, handouts, and other meeting materials so the CEO, executives, and meeting participants are prepared and productive.
- Track follow-up items, deadlines, and logistics related to executive meetings and assigned operational projects.

Board and Leadership Materials Support:

- Collect information from across the organization to help prepare CEO, board, leadership, and internal meeting materials and prepare monthly reports.
- Maintain selected board, committee, leadership, and stakeholder lists or materials.
- Take meeting notes or minutes for selected board, committee, leadership, or internal meetings as assigned.

Meeting, Event and Office Coordination:

- Coordinate logistics and provide on-site support for internal and external meetings and events (such as staff meetings, retreats, board meetings, donor events, and conferences), including food orders, room set-up, audiovisual needs, materials, signage, registration support, and day-of coordination.
- Assist the CEO, board members, executives, and guests with travel, meeting logistics, and onsite administrative support for selected meetings and events.

Office Operations and Administrative Duties:

- Coordinate office printing, copying, binding, shipping, mail, package distribution, and preparation of meeting or event materials.
- Serve as a welcoming point of contact for visitors, callers, vendors, and internal staff, ensuring requests are handled tactfully, promptly, and professionally.
- Manage the reception area, visitor experience, conference room readiness, and day-to-day office presentation.
- Handle distribution of TSC information and materials to volunteers, constituents, staff, and external partners via mail, email, phone, shipping, and in-person delivery as needed.
- Open and distribute mail as assigned and follow established internal controls for any checks or financial materials received by mail.
- Update and coordinate available resource materials onsite, offsite, and through storage or shipping partners.
- Monitor and maintain office supplies, equipment, vendor relationships, and office service needs, escalating facilities or operational issues to the COO as appropriate.

Other:

- Enhance professional growth and competence through study and participation in conferences, workshops and professional related organizations.
- Represent the organization at special events, community alliance meetings, and other public functions.
- Attend administrative meetings as required.

- Act as a team player and communicate special event information within the organization.
- Maintain positive relationships with volunteers, colleagues, board members, and other constituents.
- Overnight travel will be required 2-4 times per year.
- Perform other duties as assigned.

CORE VALUES

Build Value-Based Relationships: Generating alliances internally and externally by continuously identifying and acting on those things that will create success for the organization and its constituents, researchers, health care professionals and communities.

Contribute to Team Success: Actively participating as a committed member of a team and working with other team members to help complete goals and deliverables.

Customer Focus: Making customers (external and internal) and their needs a primary focus of one's actions; developing and sustaining productive relationships; and creating and executing plans and solutions in collaboration with team members internally and externally.

Provide and Accept Feedback: Objectively observing, analyzing, and sharing perception of other people's performance to help reinforce or redirect behavior to improve performance and results and providing feedback that is timely, specific, behavioral, balanced and constructive.

Work Standards: Setting high standards of performance for self; assuming responsibility and accountability for successfully completing assignments or tasks; and self-imposing standards of excellence rather than having standards imposed.

Consult: Providing timely, specific information, guidance, and recommendations to help volunteers, Community Alliances and fellow staff members make informed committed decisions that will lead to sustainable impact.

Establish Collaborative Working Relationships: Developing and using collaborative relationships to accomplish work objectives; developing relationships with other individuals by listening, sharing ideas; and appreciating others' efforts.

Equity, Diversity and Inclusion: Ensure equity, diversity and inclusion permeate our organization and our work.

Successful completion of the projects noted in the success factors above requires cooperation with our staff team, board, volunteers, donors and key corporate and foundation partners. Quickly establish working relationships to complete projects as described above.

QUALIFICATIONS

- Bachelor's Degree or equivalent combination of education and/or work experience.
- Three or more years of administrative, executive support, office operations, event coordination, or related experience supporting senior-level staff or teams.
- Creative, detail-oriented, high-energy, hands-on professional with the ability to multi-task in a fast-paced environment.

- Strong proficiency in Microsoft 365, including Outlook, Word, Excel, PowerPoint, and file organization; experience preparing polished presentation materials is required. Experience with Raiser's Edge, Blackbaud, or similar databases is a plus.
- Must operate well in a team environment as well as perform job duties with little supervision.
- Work collaboratively with internal and external constituents.
- Demonstrate commitment to efficiency and productivity, and maintain an organized and professional environment.
- Comfort working within and creating processes, procedures, checklists, and simple systems that make office operations and executive support more consistent.
- Excellent written and verbal communication skills, including the ability to draft, edit, proofread, and format clear executive and meeting materials.
- Excellent interpersonal skills and the ability to support multiple executives and internal stakeholders while managing priorities through one reporting relationship.
- Must be able to lift up to 30 lbs. and assist with office, meeting, shipping, and event set-up needs.
- Willingness to work a flexible schedule, including occasional evenings and weekends, as needed.
- Fluency in Spanish a plus.
- Commitment to TSC Alliance mission.

To apply, please email a cover letter and resume to Rachel Wojnilower at rwojnilower@tscalliance.org. To demonstrate attention to detail, please address the cover letter to "The TSC Team."

Salary Range: \$62,000-67,000

Deadline: September 8, 2026