



Chief Operating Officer

Western North Carolina AIDS Project's (WNCAP's) mission is to provide equitable access to care and reduce harm from HIV, Hepatitis C, and drug use. WNCAP provides case management, prevention education, STD testing, harm reduction, and other support services to people living across 18 counties of western North Carolina. WNCAP employs approximately 30 people and has 2 locations.

The Chief Operating Officer (COO) role is an opportunity to make a lasting impact on the health and wellbeing of people across western North Carolina. As WNCAP's COO, you will help lead a passionate, mission-driven team dedicated to reducing harm, saving lives, and creating a healthier community for all.

This role is primarily responsible for the effective operation of all aspects of the organization. The COO is an essential part of the leadership team's compliance and program evaluation efforts and ensures that staff have the training and tools needed to succeed in their roles. The COO is also integral to the agency's fundraising and development program, helping to strategize and plan new and existing initiatives.

This is a full-time exempt position based primarily at WNCAP's Asheville, NC office with limited flexibility to work remotely when appropriate. Regular work hours are 9am-5pm, Monday-Friday with 1 hour paid lunch, but candidate must have the ability and willingness to work outside of, and in addition to, regular work hours frequently as needed to successfully fulfill all obligations of the position.

Duties

Job duties include, but are not limited to:

Operations & Leadership

- Oversee daily operations and ensure staff have the tools and training to succeed.
- Provide direct supervision to assigned managers and administrators, modeling service-oriented leadership with compassion and empathy.
- Manage facilities, procurement, and vendor relationships.
- Collaborate with CEO and leadership team to ensure policies and procedures reflect compliance, best practices, and organizational culture.
- Foster a positive, inclusive workplace culture that encourages growth, accountability, and collaboration.

Finance & Development

- Collaborate on annual budgeting and long-term financial planning.

- Partner with CEO and Development staff to plan and implement innovative fundraising strategies and initiatives to expand donor support and engagement.
- Monitor expenditures to ensure fiscal responsibility.

Programs & Grants

- Track program outcomes and grant objectives using data-driven evaluation.
- Oversee private foundation grants and serve as liaison with funders.
- Support compliance, audits, and site visits.

Board & Community Engagement

- Assist in preparing reports and materials for the Board of Directors.
- Represent WNCAP in the community, cultivating partnerships and enhancing visibility.
- Participate in public speaking and media relations as needed.

Requirements

Qualified candidates must have a demonstrated and exceptional ability to handle all aspects of executive leadership in a nonprofit setting, and at least one of the following:

- Advanced degree in Business Administration, Public Health, Nonprofit Management, Finance, or other relevant field, with 2+ years of experience in a high-level leadership role; or
- Bachelor's degree in relevant field with 4+ years relevant experience; or
- Associate's degree in relevant field with 6+ years of relevant experience; or
- Other equivalent combination of education and experience, which may include on-the-job experience, certifications, coursework, etc.

Additional Requirements:

- Extensive knowledge of nonprofit operations and administration.
- Demonstrated cultural humility, empathy, and respect for diverse populations, including people living with HIV, Hepatitis C, and people who use drugs.
- 3+ years direct supervisory experience with ability to mentor, delegate, and manage mission-driven teams.
- 2+ years of experience in grant management.
- Strong financial acumen and comfort with budgeting and fiscal oversight.
- Exceptional written & verbal communication skills—clear, persuasive, and diplomatic.
- Proficiency with Microsoft Office (especially Excel), Google Suite, Adobe Acrobat, and data tracking, and aptitude for quickly learning new software platforms.
- Ability to thrive in a fast-paced, high-pressure environment with strong attention to detail and prioritization skills.

- Valid driver's license, reliable vehicle, and auto insurance.
- Ability to work evenings/weekends and travel as needed.
- Ability to read, write, and speak English fluently; bilingual ability is a plus.
- Comfort with hybrid work (remote and in-office).
- Knowledge of HIPAA and ability to handle confidential information with integrity.
- To protect the wellbeing of our clients and staff, a pre-employment criminal background check is required. Criminal convictions do not necessarily preclude employment and will be considered on a case-by-case basis.

Physical Requirements:

- Must be willing and able to spend long periods of time in stationary position working at a computer
- Must be able to lift at least 25 pounds

Compensation & Benefits

Position Type: Full-time, Exempt

Primary Location: Asheville, NC – in-person and remote work required

Starting pay range: \$83,000-88,000 per year

Work Schedule: Regular work hours are 9am-5pm Monday-Friday with 1 hour paid lunch, and work hours will be required outside of, and in addition to, regular work hours as needed

Dress Code: Business Casual

WNCAP is a certified living wage agency.

Benefits include:

- Partial employer-sponsored health and dental insurance
- Vision insurance
- Employer-sponsored life insurance
- Employer-sponsored Short Term Disability insurance
- Partial employer-sponsored Long Term Disability insurance
- 403(b) Retirement Savings Plan with Employer Contributions
- Paid time off
- Paid holidays
- Employee Assistance Program

To Apply

To be considered for this position, please submit a resume and cover letter detailing your interest in WNCAP and this specific position, including "Chief Operating Officer" in the subject line, to:

employment@wncap.org

Please note that due to the high volume of applications, we cannot respond to all correspondence received.

WNCAP is an equal opportunity employer. We strive to foster a workplace that supports and amplifies a diverse array of voices and experiences. We strongly encourage women, people of color, LGBTQ+ individuals, people with disabilities, members of ethnic minorities, people living with HIV, and veterans to apply.

Applicants will not be discriminated against because of race, color, creed, sex, sexual orientation, gender identity or expression, age, religion, national origin, disability, ancestry, marital status, veteran status, medical condition or any status protected under local, state or federal laws.