



Operations Coordinator

Full-Time, Exempt Position

MISSION

Kheir's mission is to increase and provide access to culturally and linguistically-sensitive quality primary healthcare and human services support to the underserved and uninsured residents of Southern California.

ASSIGNMENT SUMMARY

Kheir Clinic seeks a disciplined and service-minded Operations Coordinator to work directly with the CEO. This individual will support executive functions, contribute to key initiatives, and be exposed to all dimensions of clinic operations—clinical, administrative, financial, and policy. The Coordinator will serve as a close observer, information gatherer, and thought partner. With proximity to the CEO, the Board, senior leadership, policymakers, donors, and media, this role provides rare access to internal and external decision-makers and insight into the drivers of an innovative, mission-focused healthcare organization. This role blends high-level analysis with day-to-day operational execution. The Coordinator will be responsible for reviewing complex documents, preparing highlights, supporting project development, assisting with internal communications, and relaying the CEO's priorities as directed. Equally important, the Coordinator will embrace hands-on responsibilities—such as setting up meetings, coordinating hospitality, and assisting with guest experiences—reflecting the values of humility, reliability, and team service.

This is an ideal pathway for an ambitious individual seeking future leadership opportunities in either clinical or administrative healthcare roles.

ESSENTIAL JOB FUNCTIONS

Exposure and Organizational Support

- Attend and document meetings in which the CEO participates or holds access, ensuring accurate notes, follow-up, and continuity.
- Review reports, financials, memos, and contracts to flag key insights and potential risks for CEO attention.
- Develop reports, presentations, and memos to synthesize complex information clearly and concisely.
- Conduct targeted research and data driven analysis to inform organizational planning, policy response, or advocacy priorities.
- Serve as a conduit for CEO directives, providing clarifications and relaying follow-up questions across departments and partners.
- Monitor key performance indicators (KPIs) and operational metrics, identifying areas for improvement.
- Identify operational inefficiencies and recommend solutions proactively.
- Act as a liaison with outside auditors and government agencies. Research and resolve audit-related issues, as applicable.

- Maintain professional presence when engaging with the Board, external stakeholders, funders, and public officials.

Independent Project Responsibilities

- Manage select projects that align with Kheir's growth vision in service delivery, quality improvement, compliance, or infrastructure, and drive them to completion.
- Support capital projects and initiatives, tracking progress, providing executive-level reporting, and ensuring accountability for deadlines.
- Draft internal policies, prepare executive summaries, and support the development of Board materials and high-level correspondence.
- Contribute to initiatives that enhance organizational sustainability and positioning.
- Participate in research, data gathering, and writing for reports, funding proposals, and special initiatives.

Professionalism and Service

- Uphold a high standard of conduct, attire, and discretion in all settings.
- Perform operational tasks including conference room setup, meal coordination, and guest hospitality.
- Demonstrate humility, dependability, and attention to detail in all assignments.
- Respond constructively to feedback and adjust performance accordingly.
- Build relationships across departments with integrity, discretion, and purpose.

QUALIFICATIONS

- Bachelor's degree required; Master's degree in Public Health, Policy, Healthcare Administration, or related field preferred.
- Exceptional analytical, research, and writing skills.
- Emotional maturity and sound judgment in sensitive or high-pressure environments.
- Ability to manage competing priorities, communicate clearly, and maintain focus in a dynamic setting.
- Proficiency in Microsoft Office (Word, Excel, PowerPoint, Outlook); experience with data visualization or policy writing is a plus.
- Strong organizational skills and consistent attention to accuracy and tone.
- Demonstrated commitment to service, equity, and growth through action and presence.

WORKING CONDITIONS/PHYSICAL REQUIREMENTS:

This is primarily an office position that requires only occasional bending, reaching, stooping, lifting and moving of office materials weighing 25 pounds or less. The position requires daily use of a company provided computer and requires entering, viewing, and revising text and graphics on the computer terminal and on paper. The position requires occasional travel to attend on- and off-site meetings.

Kheir Clinic provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability or genetics. In addition to federal law requirements, Kheir Clinic complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities.

This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.

Kheir Clinic will consider for employment all qualified Applicants, in a manner consistent with the requirements of applicable state and local laws, including the City of Los Angeles' Fair Chance Initiative for Hiring Ordinance.

Please note that this job description is subject to change to meet the needs of Kheir Clinic.