



Finance & Operations Manager

Status: Full-time, exempt (1.0 FTE)

Location: Fully remote, Continental United States (preference for Eastern or Central time zones)

Reports To: Senior Director, Development & Communications

Target Start: November or December 2026

Compensation: \$75,000–\$85,000 to start, with a growth path to Senior Manager, Finance & Operations

About NCHL

The [National Center for Healthcare Leadership](#) (NCHL) is a national membership association that develops and connects healthcare leaders through executive education, research, and international collaboration. NCHL's core programs include LENS (a healthcare leadership competency and learning community), USCIPP (the U.S. Cooperative for International Patient Programs), and NCAF (a fellowship and graduate program serving over 100 partner organizations). NCHL is a fully remote organization; our small, high-performing team supports a national and international network of member health systems and healthcare leaders.

The Opportunity

NCHL is bringing its day-to-day finance function in-house, moving from an outsourced accounting arrangement to a dedicated Finance & Operations Manager. This is a chance to build financial operations for a growing national association largely from the ground up — with 4–6 weeks of structured, hands-on training from our current outsourced accounting firm during the transition, and an ongoing outsourced controller relationship that stays in place as a technical resource and second set of eyes.

To keep appropriate checks and balances in place, YPTC's outsourced controller will continue to independently review and sign off on monthly close, financial statements, technical accounting matters, and audit coordination — this role owns the day-to-day execution of the accounting cycle, not the final controller-level review.

This is a hybrid finance-and-operations role, split roughly evenly between two areas:

- **Finance & Accounting Lead (~50%):** day-to-day bookkeeping, accounts receivable and accounts payable, credit card and bank reconciliations, monthly close and reporting, budgeting and financial projections, event budget management, audit preparation, and insurance administration.
- **Operations, Systems & Member Finance (~50%):** connecting NCHL's financial systems to its member-facing operations — helping evaluate and select (and then integrate) a new association management system, managing event registration and refunds, owning member billing data accuracy, building relationships with member finance teams, and helping model new revenue streams, event budgets, etc.

NCHL is also looking for someone genuinely energized by using AI tools — not just for email drafting, but scheduled tasks, sophisticated prompting, AI tools connected to QuickBooks, Excel, and our other systems — as part of how the work gets done every day.

What You'll Do

Finance & Accounting

- Maintain the general ledger in QuickBooks Online; manage bank deposits, withdrawals, and day-to-day banking.

- Own accounts payable end-to-end (Bill.com), including vendor W-9/1099 tracking, and reconcile our credit card/spend program (currently Divvy) monthly.
- Own membership and event invoicing and the AR aging process across all programs, including deferred revenue treatment for multi-year agreements.
- Lead monthly close, financial statement preparation, and cost-center reporting; prepare budget-vs-actual reports and rolling projections (currently through REACH Reporting and Budget). (reviewed and signed off by our outsourced controller before finalization).
- Partner with leadership and program staff to build and monitor event budgets and support the annual budgeting process.
- Help prepare Finance Committee materials and, on occasion, present to the Board of Directors, as requested by CEO.
- Own annual audit preparation (PBC schedules, audit portal management, primary auditor contact) and administer NCHL's own insurance coverages and renewals. Technical audit and accounting matters are handled in partnership with our outsourced controller.
- 990 tax filing and other non-profit requirements as requested.

Operations, Systems & Member Relationships

- Represent finance's requirements in evaluating and selecting NCHL's new association management system (AMS/CRM), then lead the integration of financial data into it.
- Own event registration setup, pricing, and refunds in our event platform (Cvent), and keep member billing/contact data accurate.
- Build direct working relationships with the finance and operations contacts at NCHL's member organizations, vendors, and event partners.
- Manage a handful of outsourced vendor relationships tied to operations and administration (e.g., IT services, insurance) as needed and assigned.
- Document financial and operational processes as you build them, and identify opportunities to replace manual or contractor-dependent workflows with in-house, systematized ones.
- Other duties as assigned, consistent with the scope and nature of this role.

AI & Technology at NCHL

NCHL is actively expanding its use of AI across the organization, and this role is expected to help lead that within finance — not just adopt it. In practice, that means:

- Under the guidance of NCHL's AI Use Policy, using Claude (or a comparable AI assistant) connected to QuickBooks, Excel, and other finance tools to speed up reconciliations, variance commentary, AR analysis, and financial modeling.
- Piloting AI-assisted workflows for recurring tasks like close checklists, invoicing, and member payment follow-up.
- Strong Excel/modeling skills, with an interest in using AI to build and stress-test financial models rather than everything by hand.

Remote Work & Travel

This role is fully remote and can be performed from anywhere in the United States with reliable internet (preference for Eastern or Central time zones), with an expectation to hold normal business hours, with a small number of in-person commitments:

- 1–2 all-staff team events per year (e.g., an annual retreat or member reception).
- 1–2 major member events per year where all staff are on-site (e.g., the annual gala, Fall Summit, or USCIPP Annual Meeting), primarily to support registration, payment, and billing.
- Occasional professional development conferences appropriate to the role's growth.

What We're Looking For

- 3–5 years of progressive accounting or bookkeeping experience, including full-cycle AP/AR, bank/credit card reconciliation, and month-end close.
- Hands-on QuickBooks Online proficiency, and comfort learning adjacent systems (Bill.com, an AMS/CRM, event registration software).
- Genuine, demonstrated comfort using AI tools (Claude, ChatGPT, Copilot, or similar) in daily work, with real interest in extending that into finance-specific workflows.
- Strong Excel skills and clear, professional written communication for member- and vendor-facing correspondence.
- Ability to work independently in a fully remote, small-team environment, with strong follow-through — much of this role is being built from scratch.
- Preferred: nonprofit or membership-association experience; familiarity with restricted/deferred revenue and audit preparation; experience with Cvent or a similar platform; experience with an AMS/CRM (e.g., Member365, Salesforce, HubSpot, iMIS); experience transitioning from an outsourced accounting firm.
- A bachelor's or associate's degree in accounting, finance, or a related field is a plus but not required — equivalent hands-on experience is welcome. This is not a CPA-level role, and we encourage you to apply even if your background doesn't check every box. Technical accounting judgment and independent review remain with our outsourced controller.

Compensation & Benefits

\$75,000–\$85,000 to start, commensurate with experience, with a defined growth path to Senior Manager, Finance & Operations as the role and organization mature.

- Comprehensive health benefits and retirement plan.
- Fully remote, with home-office support and flexible scheduling within core collaboration hours.
- Professional development budget, including relevant certifications or conferences.

How to Apply

To apply, please submit your resume in (Word or PDF) and a brief note on your interest to careers@nchl.org.

Applications will be reviewed on a rolling basis with priority given to applications received before October 9, with a target start date of late-November or early-December 2026.