



Vermont Program for Quality in Health Care, Inc.

Administrative & Operations Assistant

Full-Time | Hybrid

Compensation Range: \$25.00–\$30.00 per hour

The Administrative & Operations Assistant plays a key role at VPQHC and collaborates closely with the Executive Director to provide high-level administrative and operational support across the organization. This position also serves as a central point of coordination for Board of Directors activities, organizational meetings, and day-to-day operations. Responsibilities include executive calendar management, board and meeting coordination, governance support, and accurate management of administrative and documentation processes to ensure smooth organizational functioning. This role requires exceptional attention to detail, strong organizational and communication skills, professionalism, discretion, and the ability to manage multiple priorities with reliability and follow-through. The ideal candidate will be highly proficient in Microsoft Outlook, Zoom, and Microsoft Teams and comfortable supporting communication and meeting execution across both virtual and in-person environments. This is a highly trusted position within a mission-driven organization dedicated to advancing healthcare quality, patient safety, and innovation across Vermont. A commitment to VPQHC's Core Values is essential:

- *Leading with Compassion* – Fostering empathy, respect, and care.
- *Excellence in All We Do* – Holding ourselves to the highest standards.
- *Independent Thinking, Purposeful Collaboration* – Balancing independence and teamwork.
- *Evidence-Based Innovation* – Driving improvement through research, data, and creativity.
- *Integrity & Trust* – Acting with honesty, accountability, and transparency.

Key Responsibilities

Executive & Board Support

- Assist with coordination and management of the Executive Director's calendar using Microsoft Outlook
- Support coordination of meetings and preparation of materials for the Executive Director
- Help track follow-ups and support timely completion of action items
- Provide administrative support including expense reporting, travel coordination, registrations, and related coordination



Vermont Program for Quality in Health Care, Inc.

- Assist with preparation, organization, and distribution of documents and correspondence as needed
- Coordinate Board meetings and annual Board schedules, including agendas, logistics, and meeting planning
- Support planning and coordination of Board retreats and other Board events
- Prepare, organize, distribute, and ensure timely posting of Board packets and supporting materials
- Attend Board meetings and prepare accurate, timely meeting minutes
- Maintain organized records of Board governance documents, communications, terms, and composition
- Establish and foster strong working relationships with Board members to support effective communication, coordination, and continuity of governance activities

Meetings, Events & Organizational Coordination

- Assist with coordination and execution of meetings, trainings, and events across virtual, hybrid, and in-person formats
- Support project management team with scheduling, invitations, participant communications, and materials distribution
- Schedule and support Zoom and Microsoft Teams sessions, including technical assistance with access, screen sharing, recording, and troubleshooting
- Ensure smooth execution of meetings, trainings, and events from set up through follow-up
- Distribute agendas, materials, notes, and action items in a timely manner

Administration & Operations

- Review, prepare, format, and distribute organizational documents, reports, and correspondence; ensure alignment with VPQHC brand guidelines
- Support human resources-related administrative needs
- Maintain organized digital filing systems and shared drives
- Support general administrative and operational workflows across the organization
- Assist with coordination of affiliated administrative responsibilities, including condo association support

Finance & Documentation Support

- Track and organize credit card receipts and supporting documentation
- Support expense documentation and reconciliation preparation
- Assist with maintaining accurate records for audit and reporting purposes



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Qualifications

Required

- Demonstrated experience in administrative support, or similar role
- Strong proficiency in Microsoft Outlook, Zoom, and Microsoft Teams
- Experience managing scheduling across multiple stakeholders
- Experience supporting meetings, including minute-taking or formal documentation
- Exceptional attention to detail and high accuracy in administrative work
- Strong organizational and follow-through skills
- Ability to manage multiple priorities reliably and independently
- Strong written and verbal communication skills
- High level of discretion with confidential information

Preferred

- Experience in nonprofit, healthcare, or governance environments
- Familiarity with board operations and meeting processes
- Experience coordinating trainings, events, or learning sessions
- Basic experience with financial documentation or administrative finance tasks

Working Conditions

Primarily in-person, with a hybrid schedule that includes regular remote workdays. Occasional travel required.

To Apply

Please submit cover letter & resume to Hillary Wolfley, Executive Director (hillaryw@vpqhc.org).