



## Specialist, Shared Services & Research Projects

**Location:** Primarily Remote with 20% Travel

**We believe in a world in which every human life is valued, and health and human dignity are shared by all.** We believe that access to quality healthcare is a basic human right. For more than 100 years, we have worked with global partners to deliver locally sustainable, quality healthcare solutions to women, children, and their communities - [learn more.](#)

**We believe in people.** We strive to live out our core values of **collaboration, love, excellence, accountability, and respect** every day. We provide our employees with a competitive salary and a meaningful benefits package, with opportunities to learn and grow. We especially encourage all people of diverse backgrounds to apply.

### Overview

The Shared Services & Research Projects Specialist is a cross-functional, mission-driven role that supports both administrative effectiveness and evidence-informed decision-making across CMMB. This position is intentionally designed to be cross-trained across multiple departments, enabling continuity of operations, responsive support, and strong institutional knowledge across the U.S. office team.

In addition to providing administrative, logistical, and coordination support, this role will support research and information-gathering efforts supporting leadership with background research on domestic and global health programs, potential institutional and NGO partners, vendors, networks, and individuals. Research outputs will directly inform executive decision-making, Board engagement, program design, and partnership development.

The ideal candidate is highly organized, detail-oriented, curious, and proactive — someone who enjoys synthesizing information, managing multiple priorities, and supporting leaders with timely, accurate insights. While largely a remote position, regular travel to the NYC office is required.

### Responsibilities & Accountabilities

#### *Administrative & Logistics Support*

- Strategically coordinate and manage complex calendars for Executive Team members, anticipating priorities and proactively adjusting schedules
- Coordinate meetings, calendars, and events across departments and time zones
- Assist with travel coordination and logistical planning when required
- Handle administrative tasks such as expense reporting, document preparation, PowerPoint design/editing, data and process management, and follow-through
- Maintain the highest level of confidentiality and discretion in handling sensitive information



- Perform ad-hoc tasks and special projects as required (e.g., candidate interview coordination, procurement follow-up)
- Support workforce scheduling and coverage planning to maintain service continuity
- Offer occasional support for essential office functions, including phone coverage and light shipping or mailing tasks, printed marketing materials organization, as needed

#### *Meetings & Events (Remote, Hybrid & In-Person)*

- Support planning and execution of organizational events, meetings, conferences, and offsite staff or Board retreats
- Provide technical support for in-person and hybrid meetings, ensuring seamless operation of conference room technology and virtual platforms; collaborating with IT when additional support is required
- Support preparation for Executive Team and Board travel by gathering country-, city-, or program-specific context, stakeholder mappings, and briefing materials
- Help ensure smooth functioning of organizational systems by promptly raising any IT related issues through the appropriate channels
- Serve as a point of contact for NYC office processes and protocols
- Liaise with building management for facilities and maintenance issues

#### *Research, Analysis & Information Gathering*

- At the Executive Team's discretion, conduct focused research and intelligence gathering to inform strategic priorities, partnership development, and organizational decision making. Prepare clear, succinct research outputs (briefs, summaries, comparison tables) to support executive and board engagement, partner cultivation, and due diligence activities-
- Conduct benchmarking and policy scans to inform potential updates to CMMB policies and practices, in coordination with PCC and Operations/Compliance
- Maintain well organized research materials to ensure findings are accessible and reusable across teams

#### *Customer Service & Stakeholder Support*

- Respond to inquiries from internal staff, partners, volunteers, and external stakeholders with professionalism and empathy
- Respond promptly to internal requests for research or background information, ensuring accuracy, clarity, and timeliness
- Route requests appropriately while ensuring follow-up and resolution

#### *Cross-Functional & Global Support*

- Participate in structured cross-training across departments to understand core workflows, systems, and regional variations
- Serve as a SharePoint power user, maintaining organized document structures and providing training of new staff



- Contribute to global intranet management, including Library organization and posting News or updates on behalf of leadership
- Proactively learn systems, tools, policies, and procedures used across CMMB
- Identify opportunities to improve workflows, reduce single points of failure, and strengthen organizational resilience
- Provide backup and interim coverage during staff absences or vacancies
- Collaborate across time zones and cultures with professionalism and cultural sensitivity

## Qualifications

### *Required*

- Proven ability to take direction from multiple leaders and prioritize work in a dynamic environment
- Experience in administrative, operational, research, or coordination roles
- Strong research and information synthesis skills, with the ability to translate findings into clear, actionable summaries
- Three to five years of experience supporting meetings with senior leaders, including virtual and in-person logistics
- Proficiency in Microsoft Office Suite and collaboration tools (Teams, Zoom, SharePoint)
- Ability to manage complex calendars, coordinate across time zones, and support travel planning
- Experience handling expense reports, invoices, or budget tracking
- Exceptional organizational and time-management skills
- Strong written and verbal communication skills
- High level of professionalism, discretion, and integrity
- Collaborative, solutions-oriented, and adaptable
- Bachelor's degree required. Master's degree preferred.
- Comfortable working for a faith-based organization.

### *Preferred*

- Experience working in a nonprofit, NGO, or mission-driven organization
- Experience conducting research related to health programs, social impact, or partnerships
- Familiarity with global or distributed teams
- Experience liaising with external partners, vendors, or consultants
- Exposure to policy analysis, benchmarking, or light project management

## How to apply

Visit our [careers page](#) for more information and [click here to apply](#).

**CMMB is committed to fair and equitable compensation practices.**



The pay for this role starts at \$62,000. Actual compensation packages are based on several factors that are unique to each candidate, including but not limited to skill set, depth of experience, certifications, and specific work location. This may be different in other locations due to differences in the cost of labor.

**EEO Statement:** At CMMB, we embrace diversity and demonstrate compassion towards all people—it is one of our core values. We are committed to building a team that represents a variety of backgrounds, perspectives, and skills. CMMB is proud to be an equal opportunity employer and complies with all applicable federal, state, and local fair employment practices laws. CMMB strictly prohibits and does not tolerate discrimination against employees, applicants, or any other covered persons because of race, creed or religion, color, national origin, disability, predisposing genetic characteristics, marital status, sex, gender, gender identity, gender expression, pregnancy, age, sexual orientation, military or veteran status, citizenship, status as a victim of domestic violence, or any other protected classification under applicable federal, state, or local laws. This statement applies to all terms and conditions of employment. CMMB is committed to fostering an inclusive and accessible experience for all job seekers-- If reasonable accommodation is needed, you may contact us at [pcc@cmmmb.org](mailto:pcc@cmmmb.org).