



WHATCOM
COMMUNITY
FOUNDATION

WHATCOM COMMUNITY FOUNDATION JOB POSTING

POSITION: Operations Associate

Type: Full-Time, Exempt, Salary

Location: Currently due to Covid, position is a hybrid of work from home and office

Reports to: Director of Finance & Operations

The Opportunity: Join a dynamic mission-oriented team passionately committed to help create a Whatcom County where everyone who lives here thrives. We work to create conditions for inclusive prosperity through research, advocacy, and adaptation. We invest in structures, systems, community learning and skill-building to increase resilience. And we attract and deploy resources which allow us to launch impactful projects and programs, to make impact investments and grants, and give scholarships. Join us in our work to cultivate neighborliness, lift community voices, and invest in equity and hope.

Position Summary: The Foundation's Operations Associate is an essential role to the success of the organization. This position ensures office technology, workflow, and data support operations run smoothly enabling the Foundation to do its best work and have the greatest impact in our community. This position is responsible for providing a high level of organization and outstanding support to a dynamic and fast-paced team.

Equity: The Foundation is committed to equity and inclusivity. We strongly encourage people of color, transgender, non-binary, LGBTQ, differently abled, and all (adult) ages, apply. Position requires a personal interest and commitment to working in a diverse and inclusive work environment that places a high value on equity. We look for all team members to participate in promoting a positive workplace culture of collaboration, innovation, and respect. All staff participate in equity trainings and serve on related work groups as needed.

Position Responsibilities: Key elements of the job include the following with approximate time allocation:

Office Management (30%)

- Maintain a functional, safe, clean and efficient office environment.
- Proactively identify needs for improvement in the office, make recommendations and purchase supplies and equipment as needed.
- Support staff with use of technology, ensure technology needs are met and issues solved as they come up. Liaison with contracted IT provider and coordinate with technical support vendors regarding systems and office equipment, including:
 - Workstations, printers, audio visual equipment and phone system
 - Software, including Microsoft 365 Products, and Adobe products
 - Cloud-based management information system; work with team towards solutions and consistent processes
 - Telephone and Door Access software programs
- Work with Whatcom Center for Philanthropy suite-mates to proactively monitor office, conference room, kitchen and building, janitorial services, supplies and equipment needs and independently or collaboratively remedy issues as appropriate.
- Draft and maintain internal office and Whatcom Center for Philanthropy office policies, especially as they relate to public health considerations (e.g., Covid-19).

Gifts and Grants Support (30%)

- Handle computer entry for all gifts received daily and send prompt acknowledgement receipts.
- Assist with Donor Advised Fund grant making.

- Support grant compliance and reporting as needed.
- Assist with grant application and scholarship application process as needed.
- Proactively ensure the accuracy and quality of gift and grant information (data integrity), including regular data maintenance, such as de-duping, correcting data entry, ensuring format consistency, timely data synchronizing, back-up and troubleshooting data issues.

Administrative Coordination (30%)

- Manage general Foundation email account and warmly respond to all donor, grantee, Board, staff, vendor and community email messages with care to provide superior accuracy, and with thoughtful and timely responses to help foster a culture of radical hospitality.
- Respond to general phone queries and voicemail with same thoughtful and timely responsiveness.
- Develop a detailed knowledge of our work to successfully connect incoming inquiries with the right staff member or community partner. Serve as an ambassador for our work.
- Collect and process the incoming postal mail 2-3 times per week while staff are remote, daily when on site. Deposit any funds received that day.
- Manage and maintain payments for monthly and annual subscriptions.
- Provide knowledge of the Foundation's policies (e.g., human resources, investment, grantmaking, gift acceptance, etc.) and provide research support as needed to keep them relevant and compliant with any corresponding regulatory requirements.
- Support the team with mailings, data entry, light cleaning, organizing and managing both digital and physical files, and other related administrative tasks as needed.

Strengthening Non-profits (10%)

- Manage the Executive Director Roundtable program.
- Coordinate logistics for Boardmatch program.
- Serve as the liaison to the local "Igniting Philanthropy" committee.

Position Qualifications

- Adept at organizing and planning to create a highly productive and efficient office.
- Impeccable attention to detail.
- Competency in current computer technology and ability to assist others; high proficiency with Microsoft products required; ability to quickly learn Community Suite (donor database).
- Have an aptitude and commitment to ensuring compliance on process and protocols; Community Foundations follow strict regulations for how funds are received and used.
- Experience with state or federal grants or contracts preferred.
- A strong strategic thinker able to coordinate multiple projects, sweat the details and manage ambiguity with grace and good humor.
- Proactive in establishing clarity of expectations and committed to completing projects in a timely manner.
- Commitment to providing high quality customer service to internal and external clients.
- Ability to interact positively with a diverse range of people.
- Results oriented and self-directed.
- Highly collaborative: philanthropy is a team sport, and we value flexible, adaptable people who can play many roles.
- Willing to take initiative, anticipate next steps, identify opportunities and potential pitfalls, determine actions to resolve issues using good judgement to keep work moving forward.
- Ability to reflect on performance, accept and offer constructive feedback and engage in ongoing professional development.
- Demonstrated passion for community and for our mission and values. Courageous enough to join us in constructively striving to be a better neighbor and partner.
- Bring a curious, confident, positive, self-starting, and can-do attitude to your work.

Salary and Benefits

The annual compensation for this full-time, exempt position includes a package of benefits including medical, vision, dental and retirement (vested after 1 year). Salary range is \$50,000-\$60,000 annually depending on experience. Full-time hours include some evening and weekend work.

Application Process

To apply for this position, please complete the [application form](#) and submit your cover letter and resume. The position will remain open until filled. If you have questions regarding the position or the application process, contact: Careers@whatcomcf.org.

About the Whatcom Community Foundation

The Whatcom Community Foundation is on a mission to amplify the force of philanthropy - by connecting people, ideas and resources - so that communities flourish. We work in the areas of affordable housing, economic development, food and agriculture, environment, health and wellness, education, arts and culture, building community and nonprofit capacity building. We serve all of Whatcom County, located in the northwest corner of Washington state. Our vision is that everyone who lives here thrives. The Community Foundation is a complex organization serving a variety of communities in a predominantly rural county. We advance our mission through five strategies:

- Community Partnerships
- Putting Dollars to Work (grantmaking, impact investing and scholarships)
- Strengthening Nonprofits
- Helping Donors Make a Difference
- Advocating for Equity

Our Culture

We value relationships, equity, diversity, inclusion, curiosity, integrity, creativity, stewardship and courage. We are responsible risk takers in pursuit of making life in the many communities of Whatcom County better for everyone. We keep communities' aspirations at the center of our work and strive to create an environment that utilizes community members' knowledge, skills, expertise and passion.

Physical Demands/ Work Environment

The physical demands and work environment described are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to allow differently abled individuals to perform the essential functions. While performing the responsibilities of this job, the employee is frequently expected to move throughout the Foundation offices, move tables and chairs to set up for meetings, and use/operate office-related equipment. Foundation staff are currently working from home and some are moving toward a hybrid home/office work schedule. This position will need to be able to spend at least two half days per week in the office plus a variety of in-person and virtual meetings. In office work will likely increase over time.

Equal Opportunity Employer

Whatcom Community Foundation is committed to the principles of equal employment opportunity and compliance with all federal, state and local laws concerning employment discrimination, including the Americans with Disabilities Act. To this end, the Community Foundation ensures equal opportunity to all employees and applicants regardless of race, color, age, gender identity, sexual orientation, religion, marital status, national origin or ancestry, citizenship, lawful alien status, physical, mental, and medical disability, veteran status or liability for service in the United States Armed Forces.