

JOB DESCRIPTION

Position: Operations Specialist – Seattle Office
Reports to: Finance and Operations Coordinator
Classification: Non-exempt
Compensation: \$24.18 - \$25.82/hour DOE (35-hour week) plus generous benefits (medical, dental, vision, long-term disability, life insurance, retirement contribution after one year, and more)

The mission of the Washington State Coalition Against Domestic Violence is to mobilize our member programs and allies to end domestic violence through advocacy and action for social change. We improve how communities respond to DV and create a social intolerance for abuse, support our member programs, and inform the public. Guided by our Theory of Change, we work to undo the root causes of violence, building race equity, economic justice, and gender and reproductive liberation to create a world where all people can live and love freely without fear. WSCADV's team approach facilitates the sharing of power and responsibility across positions.

This position will provide critical support for several of WSCADV's core operational processes, including technology and product sales with a focus on:

- **Basic technology support for office operations, communications, membership trainings, etc.;**
- **Back-end website content updates and occasional, basic graphic design; and**
- **Product order fulfillment and day-to-day management of online store**

This is an internal office support position and a great job for someone who enjoys helping coworkers by keeping operational processes running smoothly, is organized and great at multi-tasking, and can provide great customer service. The person in this position will need to be comfortable with and have a working knowledge of technology and equipment used in an office setting, but specific technology training or experience is not a requirement. Valid driver's license and/or ability to travel periodically (e.g., to Olympia office) plus occasional overnight travel (e.g., annual conference) is required.

Primary Responsibilities:

1. **Technology Support:** In conjunction with external tech services provider, oversee technology functions for ~20-person staff at two offices (Seattle and Olympia) with duties such as:
 - Serve as first point of contact for technology malfunctions: determine level of urgency and respond accordingly; escalate to external tech services provider when needed; and communicate updates to staff.
 - Resolve routine office hardware, software, and equipment problems.

- Work with Finance & Operations Coordinator and external tech services provider to plan and implement longer term tech upgrades and improvements.
 - Maintain inventory of technology-related equipment; work with external tech services provider to install and maintain equipment.
 - Provide access to basic tutorials and training to co-workers as technology evolves (e.g., how to use office-wide software).
 - Provide tech support during webinars and serve as on-site liaison with interpreters (i.e., if they are interpreting for a webinar).
2. **Website Content Management and Graphic Design:** Assist Public Affairs Director with website and other channels with duties such as:
- Update website front page and other key pages on a regular basis, and add resources, recordings, and events. Approve external job posting submissions.
 - Format and upload recorded videos to the YouTube channel.
 - Using design software (e.g., Adobe Creative Cloud, Canva), create materials (such as printed program) for annual conference and other key events.
3. **Order Fulfillment:** Ensure timely processing and shipping of training kits and other domestic violence educational products with duties such as:
- Day-to-day oversight and management of online store platform and order requests.
 - Ensure accurate inventory and sales tracking, generate reports, assist with reconciliation with accounting team. Monitor inventory levels and work with staff to order reprints as needed.
 - Respond to customer inquiries on a timely basis and refer complex questions to designated staff.
 - Process, package, ship orders weekly; generate invoices/purchase orders as needed.
4. **Other general WSCADV staff member duties:**
- Participate in general WSCADV staff activities, including preparation for annual conference, 5K event, and advocacy day, and other duties as assigned.
 - Provide back-up logistics support as needed for trainings, webinars and meetings.
 - Participate in domestic violence, multicultural, and anti-oppression activities and trainings and perform all work in a culturally responsive manner consistent with WSCADV's [mission](#), [Theory of Change](#) and [Principles of Unity](#).

Required Qualifications:

- Minimum two (2) years of experience providing administrative/office and/or tech support

- Technology:
 - Proficiency with: Microsoft Office products including Office 365
 - Proficiency or demonstrated ability to quickly gain proficiency in: Wordpress, Adobe Creative Cloud, eTapestry, Asana, Zoom, Constant Contact, Shopify, and similar software applications.
 - Working knowledge and high degree of comfort with hardware and software used in a regular office setting. Ability to keep up to date with developments in office technology and help co-workers learn as well.
- Detail-oriented, good organizational skills, methodical. Ability to anticipate office problems that are likely to occur and make plans to mitigate them.
- Ability to prepare basic financial and inventory reports with accuracy.
- Ability to maintain a calm, friendly, and efficient approach to working with diverse co-workers who have a range of communication styles and tech skill levels in a highly interactive and productive work environment, especially when troubleshooting tech issues. Similar ability to respond effectively to customers for product orders.
- Self-starter with strong ability to plan, independently manage workload, and complete tasks with minimal supervision. Strong ability to anticipate and solve problems. Adept at prioritizing multiple and competing requests for help. Ability to work independently and in an interactive, productive team environment.
- Flexible with ability to learn and adapt to ongoing changes in work duties, processes and technologies in a rapidly evolving nonprofit and the overall movement to end violence.
- Commitment to advancing WSCADV's [mission](#), [Theory of Change](#), and [Principles of Unity](#), including undoing racism, sexism, and other forms of oppression.

Preferred Qualifications:

- Experience providing tech support for ordinary office equipment and applications/software
- Experience in nonprofit organizations or Tribal social/health service agencies.
- Spanish, ASL, or other oral and written proficiency in languages common to Washington state is a plus.

To Apply: Please submit the following package by email:

- 1) A cover letter summarizing your interest in and relevant experience for this position;
- 2) Your resume. Please list technical proficiencies – high, medium, low.

Email to: amanda@wscadv.org, subject line: Operations Specialist Hiring – [your last name]

Applications must be received by 5:00 p.m. on June 11, 2019. No calls, please.

People of color, Native people, people from other historically marginalized communities, and survivors of domestic violence are especially encouraged to apply.