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Northwest
Earth Institute
DISCOVER CHANGE, TOGETHER.

Operations Coordinator Job Description

About Northwest Earth Institute + EcoChallenge.org

For over 25 years, we've inspired, educated and activated individuals around community-based change. To date, Northwest Earth Institute (rebranding to EcoChallenge.org in May 2019) has engaged over 240,000 individuals and 4,500 organizations through solutions-focused programs. Our approachable, ready-to-use social and digital tools provide a unique framework for discovering new ways to listen, live, and create positive action. These tools include a suite of Discussion Courses rooted in transformative learning and the EcoChallenge digital platform designed to create widespread behavior change. Together, they provide the launchpad for emerging generations and sustainability leaders to experience “ah-ha” moments that lead to extraordinary environmental and social change.

Commitment to Diversity, Equity, and Inclusion

We are committed to inspiring people to connect with their communities and work towards a healthy, just, and sustainable future. We believe that a successful sustainability movement must reflect the true diverse landscape of our communities. In our work, we make a conscious effort to include all community members at the table as we collect and share stories of change. We are committed to the principles of equal opportunity and diversity and to attracting and supporting a staff and board who represent the rich diversity of the communities we serve. We do not discriminate on the basis of race, religious creed, color, national origin, ancestry, gender, sexual orientation, age, marital status, veteran status, or mental or physical disability.

Team Culture

We practice sustainability in all that we do. As an organization, we use the principles of living systems to make decisions and develop strategies for greater impact. We seek to embody our change model of connecting, reflecting, and acting in all that we do – internally and externally, personally and professionally. We believe that what we create and offer to the world is a direct reflection of who we are and what we value. We live our values by providing a flexible family-friendly work environment, encouraging staff to recharge with personal retreats, offering a sabbatical for long-term employees, and revisiting our practices regularly to ensure that we continue to evolve to meet our needs.

Purpose for this Position

Northwest Earth Institute is seeking a solutions-oriented and digitally-savvy operations coordinator to join our team. The ideal candidate will have at least two years of experience with nonprofits, and find delight in all critical tasks and support that allow an organization to thrive. This role is vital to our team, especially as we dramatically scale our programs and impact. We are searching for a candidate to grow with us!

Duties and Responsibilities

This position will provide administrative and project support to NWEI's operations in the areas of customer service and engagement, shipping, database management, and other miscellaneous support for our programs.

Shipping and Database (40%)

- Oversee and perform biweekly shipping of Discussion Course books.
- Coordinate and maintain product inventory records, provide reports as needed.
- Provide office support, including updating records (addresses, unsubscribes, etc.) and entering new data and orders into Salesforce database.

EcoChallenge User and Administrative Support (30%)

- Assist with EcoChallenge public and customs events throughout the year with the primary duties of responding to participant support tickets through Zendesk, database entry, and creating reports.
- Test functionality of new features in staging environment as needed.

Technology and Systems (15%)

- Serve as the administrator of cloud-based software (Asana, Salesforce, Box, Zoom, Google Apps for Nonprofits, and Zendesk) and computer hardware.
- Research and oversee third-party technical support for operations as needed.

General Support (15%)

- Answer phones and help community members and customers with questions and orders; receive and respond to messages for general office voicemail.
- Respond to emails and assist people getting started with programs; field requests from default contact email and/or assign follow ups to appropriate staff.
- Maintain meeting minutes for weekly staff meetings, if needed.
- Collaborate with program and engagement staff on projects, including custom Discussion Courses, curriculum permissions, outreach and engagement research, report generation, and other tasks as needed.
- Assist with membership mailings - (monthly and quarterly).

Skills Required

- Very high attention to detail, including accuracy and efficiency
- Excellent time-management skills, including ability to balance multiple (and sometimes competing) priorities
- Technological savvy, including experience with common cloud-based applications, Google Apps, and hardware
- Experience supporting technology for nonprofits; experience in grassroots social change initiatives preferred
- Strong knowledge and proficiency with Microsoft Office Suite, particularly with Excel
- Experience and knowledge with database management, Salesforce preferred
- Experience with task and project management, Asana preferred
- Ability to work calmly under pressure as a high-functioning team member
- Ability to collaborate well with a team and understand your unique and vital role on the team
- Cultural responsiveness and commitment to equity
- Strong analytical skills
- Strong verbal and written communication
- Ability to maintain strict confidentiality
- Strong sense of self-direction
- Personal commitment to sustainability

Details

Reports to: Director of Organizational Development
FTE: Full-time, 40 hours / week (exempt)
Salary: \$42,500 / year

Benefits

Health, Dental, Vacation, Sick Leave, IRA Contribution, Transportation Subsidy, Annual Personal Retreat Time, and 5-Year Sabbaticals

Application instructions

Please send resume, cover letter, and three professional references with the subject line “[Your Name] – Operations Coordinator Application” to Liz Zavodsky, jobs@nwei.org. Applications will be accepted until the position is filled.