

## NATIONAL INDIAN CHILD WELFARE ASSOCIATION

### Job Description Operations Coordinator

**Position Title:** Operations Coordinator  
**Supervisor:** Deputy Director  
**Department:** Operations  
**Salary:** \$47,647-\$59,351

**FLSA Status:** Non-Exempt, Hourly  
**Classification:** Regular, Full-time  
**Location:** Portland, Oregon

#### **Position Summary:**

The operations coordinator for the National Indian Child Welfare Association (NICWA) is responsible for handling administrative and logistical details of NICWA's work activities, including management of the physical office space, equipment, and supplies needed by staff to conduct their work. The operations coordinator specifically provides support to the operations department, backing up other departments with administrative support as necessary. This position will work remotely on Mondays and Fridays, and will report to our Portland, Oregon office Tuesday-Thursday.

#### **Primary Responsibilities:**

- Provides administrative support functions and back-up to the coordinator team and supervisors for continuous improvement of NICWA's effectiveness
- Coordinates meetings, all-staff events, and retreats
- Responds to calls and emails from constituents with professionalism and empathy
- Provides excellent communication and customer service
- Provides facilities, technology, and equipment support
- Provides the human resources team with project support, filing confidential and sensitive information in professional manner

#### **Essential Functions:**

- Performs general administrative and secretarial functions, such as word processing, timely and professional recording of all-staff meeting minutes, disseminating materials, setting up conference calls and Zoom meetings, broadcast faxing and/or emailing, photocopying, filing and information management, and scanning with accuracy and in a professional and timely manner, opens all daily mail, date stamps all pieces, and distributes to the correct staff person, and provides backup support for other support staff
- Proofreads and finalizes rough drafts with accurate spelling, grammatical and formatting corrections within the required timeframe on a variety of documents, such as letters, memorandums, reports, job descriptions, spreadsheets, handouts, etc.
- Makes travel arrangements for consultants, presenters, grantee staff, NICWA staff or others, such as constituents, ensuring to the best of their ability that the traveler encounters little or no problem in getting to and from the assignment and that transportation fares and other travel costs are purchased to the best advantage of NICWA
- Greets all walk-in visitors and triages incoming phone calls in a professional and courteous manner, responding to all public requests for information following defined NICWA procedures
- Communication and customer service, including participation on various internal teams, including the project coordinator and proofing teams
- Processes supply orders from various staff and periodically checks printer, postage machine, copier, and other office supplies to ensure adequate functioning, reordering supplies or stock as needed

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- Arranges meeting sites, assists with meeting planning, and ensures accurate and timely meeting records for all-staff meetings, staff retreats, training sessions, and other meetings including office celebrations
- Types and finalizes rough drafts making accurate spelling, grammatical and formatting corrections within the required timeframe on a variety of documents, such as letters, memorandums, reports, proposals, testimony, spreadsheets, handouts, etc.
- Manages internal resource inventory (i.e., project management binder, employee handbook)
- Enters and updates various project and contact data in NICWA databases and spreadsheets, ensuring accurate and timely entries
- Oversees facilities/office management activities dealing with maintenance of office space, physical space relocation, storage issues, interoffice moves, remodeling, and office closure notifications; ensures the work room and reception area are neat, tidy, accessible, and safe for staff and visitor use
- Trains other NICWA staff on basic computer applications and operation of office equipment and assists with identification of outside training resources for particular needs
- In coordination with the deputy director, acts as a liaison between outside vendors and NICWA related to office space, equipment, and supplies, making sure they are adequate, safe, and functioning at all times and that staff have access to equipment and software to do their jobs efficiently
- Prepares workstations, computer permissions, and office equipment for new staff as well as arranges for alarm codes, keys, and parking
- Assists the deputy director as needed with new staff orientation, security cards, scheduling staff meetings, updating staff lists, and other related activities
- Provides project support to the human resources department including recruitment, administering benefit plans, maintaining personnel files, and preparing personnel documents in an accurate, timely, and professional manner
- Coordinates with the fiscal team to ensure timely data entry for staff benefits and other confidential data

#### **Additional Responsibilities:**

- Performs other duties and assignments as directed.
- Participates in NICWA activities and teams as required.

#### **Supervision:**

This position works under the direct supervision of the deputy director. This position has no supervisory responsibilities.

#### **Core Competencies:**

- Models ethics, integrity, and accountability
- Exercises sound judgement
- Adheres to accuracy and quality standards
- Contributes to NICWA's learning community
- Manages workload effectively
- Manages adversity
- Develops strategic perspectives
- Displays professional effectiveness
- Promotes NICWA's mission, vision, philosophy, and goals
- Builds organizational knowledge

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- Maintains constituent focus and builds constituent knowledge
- Champions change
- Builds relationships
- Communicates effectively and powerfully
- Fosters collaboration and teamwork
- Inspires and motivates others to high performance
- Abides by NICWA policies, procedures, and organizational structure

#### **Qualifications:**

- Associate degree or vocational/technical school degree required; Bachelor's degree preferred
- One to three years of work experience in office administration, human resources management, social services, human relations, or related field
- Strong knowledge of Native culture and social service systems with demonstrated working experience with tribal organizations, tribal service systems, and tribal government structures
- Knowledge of Indian Child Welfare Act and child welfare practice preferred
- Demonstrated knowledge, experience, and ability to manage projects, using skills and tools to organize project work involving competing deadlines and to balance internal and external demands
- Ability to create staff buy-in on different initiatives and retreat activities
- Ability to operate and train staff on a variety of office equipment
- Ability to empathize with callers who are requesting assistance with social services support and referrals
- Demonstrated knowledge, experience, and ability to actively cooperate in a team environment, both in leadership and peer relations, and motivate others to do the same
- Excellent interpersonal, communication (including listening, writing, speaking), customer service, and time management skills essential
- Proficiency with operating a variety of office equipment and computer hardware/software applications specifically Microsoft Office products is required
- Possesses strong proofreading and grammatical skills with attention to detail
- Ability to analyze and problem-solve

#### **Travel Requirements:**

Local travel is infrequently required. Overnight travel outside of the area is infrequently required.

#### **Working Environment:**

This role operates in an office environment, and routine uses standard office equipment such as computers, phones, photocopiers and filing cabinets.

#### **Physical Demands:**

Frequently involves sitting or standing for long periods of time. May require the ability to lift laptops, files, open filing cabinets, walking, bending, stooping, or reaching. The physical demands are representative of those that must be met by an employee to successfully perform the essential functions of this position with or without reasonable accommodation.

#### **Disclaimer:**

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The above statements are intended to describe the general nature and level of work being performed by employees assigned to this classification. They are not intended to be construed as exhaustive; duties, responsibilities and activities may change with or without notice.

NICWA is proud to be an equal opportunity employer. Qualified applicants will receive consideration for employment without regard to race, sex, disability, veteran, or any protected status.

**To Apply:**

Complete application materials include: a cover letter, resume, and NICWA's employment application (which can be found at <https://www.nicwa.org/employment/>). The position will remain open until filled. Please submit completed application materials to [lindsay@nicwa.org](mailto:lindsay@nicwa.org) by May 29, 2023, to be considered for the first round of review.

Paper application materials may be mailed to:  
NICWA  
Human Resources Department  
5100 S Macadam Avenue, Suite 300  
Portland, OR 97239