

## NATIONAL INDIAN CHILD WELFARE ASSOCIATION

### Job Description Operations Coordinator

**Position Title:** Operations Coordinator  
**Supervisor:** Deputy Director  
**Department:** Operations

**FLSA Status:** Non-Exempt, Hourly  
**Classification:** Regular, Full-time  
**Location:** Portland, Oregon  
**Salary:** \$45,783-\$54,940

#### **Position Summary:**

The operations coordinator for the National Indian Child Welfare Association (NICWA) ensures the effective management of NICWA's office operations, supporting staff with necessary equipment, supplies, and maintaining a welcoming physical workspace. This position provides administrative and logistical support to the operations department, including key human resources support tasks, and supports other departments as needed. The operations coordinator serves as the first point of contact for visitors and callers, responding with hospitality, professionalism, and compassion.

#### **Primary Responsibilities:**

- Provides administrative support functions for a hybrid work environment; serves as a backup to the coordinator team, contributing to the continuous improvement of NICWA's operational effectiveness
- Coordinates logistics for meetings, all-staff events, retreats, and celebrations, ensuring smooth execution and attention to detail
- Assists with software platform implementation to streamline our hybrid work environment
- Greets visitors and triages incoming phone calls and emails with professionalism and courtesy
- Maintains and organizes office equipment, supplies, and facilities to ensure a clean, safe, and efficient work environment
- Processes supply orders and ensures that office equipment, including printers, copiers, and conference room technology, is adequately stocked and fully operational
- Provides administrative and project support for human resources tasks, maintaining strict confidentiality and ensuring accuracy, as directed by the deputy director

#### **Essential Functions:**

- Ensures office equipment, including printers, postage machines, copiers, and conference room technology is functional and arranges for timely maintenance when needed
- Provides general administrative support, including data entry, document preparation, meeting minutes, copying, faxing, scanning, scheduling meetings, and setting up conference calls and virtual meetings with accuracy and professionalism
- Serves as administrative backup and project support for other teams, working collaboratively and cross-functionally as needed
- Processes and distributes mail efficiently and accurately, ensuring timely delivery to staff members
- Proofreads and edits documents to ensure accurate spelling, grammar, and formatting within required timeframes
- Coordinates travel arrangements in accordance with NICWA policies, ensuring seamless and trouble-free travel for staff and external partners
- Responds to inquiries promptly and professionally, providing excellent customer service

## NATIONAL INDIAN CHILD WELFARE ASSOCIATION

### Job Description Operations Coordinator

- Assists with logistical planning and execution for meetings, all-staff events, retreats, and training sessions, ensuring effective organization and delivery
- Maintains internal resource inventories, such as the staff lists, equipment replacement schedule, and employee handbook, keeping materials updated and accessible to staff
- Updates and maintains NICWA databases and confidential spreadsheets with accurate and timely project and contact data
- Acts as a liaison with external vendors for office space, equipment, and supplies, ensuring resources are adequate, safe, and operational
- Coordinates with partners to prepare equipment for new staff; manages alarm codes, keys, and parking to support smooth onboarding
- Provides basic training for staff in computer operations, including software and digital workflows and office equipment to improve efficiency and proficiency
- Supports recruitment, onboarding, and retention efforts by assisting with logistics and maintaining confidential employee data, including wages, benefits, and vacation accrual rates
- Partners with the fiscal team to process benefit invoices, employee worksheets, employee action forms, and other confidential documents, ensuring error-free and timely handling of data

#### **Additional Responsibilities:**

- Performs other duties and assignments as directed
- Participates in NICWA activities, internal teams, and other tasks as required
- Contributes to organization-wide initiatives and special projects as needed

#### **Supervision:**

- This position reports directly to the deputy director.
- This position does not have supervisory responsibilities.

#### **Core Competencies:**

- Models ethics, integrity, and accountability
- Exercises sound judgement and decision-making
- Upholds high standards of accuracy and quality of work standards
- Actively contributes to NICWA's learning community
- Effectively manages workload and prioritization of tasks
- Navigates adversity with resilience and adaptability
- Develops strategic perspectives to enhance organizational success
- Demonstrates professional effectiveness in all aspects of the role
- Champions and promotes NICWA's mission, vision, philosophy, and goals
- Builds and shares organizational knowledge
- Maintains a strong constituent focus, building and deepening constituent knowledge
- Champions and supports organizational change

## NATIONAL INDIAN CHILD WELFARE ASSOCIATION

### Job Description Operations Coordinator

- Builds and nurtures relationships across teams and stakeholders
- Communicates clarity, influence, and impact
- Encourages collaboration and fosters teamwork
- Inspires and motivates others to achieve high levels of performance
- Adheres to NICWA's policies, procedures, and organizational framework

#### **Qualifications:**

- Associate's or vocational/technical school degree required; bachelor's degree preferred
- Minimum of two years of experience in professional office administration, human resources or related field; non-profit or community organization setting highly preferred
- Working knowledge of Native culture and social service systems with demonstrated working experience with tribal organizations, tribal service systems, and tribal government structures preferred
- Proven experience in effectively managing projects, including organizing tasks with competing deadlines and balancing internal and external demands
- Excellent interpersonal communication including active listening and customer service skills to provide professional, compassionate support
- Strong written communication abilities to include accurate proofreading and grammatical skills, attention to detail and commitment to delivering high-quality work
- Proven ability to analyze complex situations, identify challenges, and develop effective solutions to support efficient operations and project execution
- Proven ability to maintain strict confidentiality in handling confidential and sensitive data
- Proficiency in Microsoft Office and other relevant software, with a strong aptitude for learning new technologies; ability to operate and train staff on a variety of office equipment

#### **Travel Requirements:**

Most duties are performed on-site or virtually, with minimal travel as needed to support specific projects.

#### **Work Environment:**

This role operates in a hybrid work setting, with specified in-office and remote workdays. In-office collaboration at NICWA's Portland office location is required on Tuesdays and Wednesdays. Remote work requirements include the ability to work in a virtually professional, quiet, and distraction-free environment while maintaining availability and responsiveness during work hours. Reliability and readiness of technology is also required.

Regular use of standard office equipment, including computers, phones, photocopiers, and filing cabinets is required.

#### **Physical Demands:**

Frequently involves prolonged periods of sitting or standing. May require occasional bending, stooping, and lifting of up to fifteen pounds.

**NATIONAL INDIAN CHILD WELFARE ASSOCIATION**

**Job Description Operations Coordinator**

Physical requirements are representative of those that must be met to successfully perform the essential functions of this position with or without reasonable accommodation.

**Disclaimer:**

This job description provides a general overview of the responsibilities associated with the role. Duties, responsibilities, and activities are not intended to be construed as exhaustive and 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, found at <https://www.nicwa.org/employment>. Please submit completed application materials to Deputy Director Matt Bartolotti at [mbartolotti@nicwa.org](mailto:mbartolotti@nicwa.org) by May 29, 2026.