



OPERATIONS COORDINATOR JOB DESCRIPTION

OUR MISSION

Help One Now exists to empower families in developing countries through high-capacity local leaders with proven solutions to end extreme poverty. We empower families through business, education, and community care in partnership with local leaders.

OUR CORE VALUES

At Help One Now, we are:

1. **Transparent** - We view all of our relationships as friendships, and value open conversations and transparency in those relationships - from our team, to donors, international partners, and everyone in between, we're always open, honest, and up front.
2. **Inclusive** - We are a wide table: we believe anyone who wants a seat at the table of doing good deserves to be here. That means we have a wide range of personalities and perspectives surrounding us, and we think that's beautiful. We recognize tension, but prioritize connection and empathy.
3. **Collaborative** - We believe our greatest gift is one another. Collaboration is how our best work gets done - collaborating with our friends, donors, international partners, and each other is what makes us great.
4. **Innovative** - We are smart, fun and entrepreneurial. Being part of our team means taking initiative and problem solving some of the most unique issues from small to large.
5. **Empowering** - We exist to empower people around the world, and we take that value to heart. This includes empowering our team, donors, and friends. We believe everyone's voice matters and seek to see all people live out their fullest potential.
6. **Committed** - We are committed to the partners, families, and children we serve around the world. We're in this for the long haul and we believe true partnership only exists with true commitment. That commitment is a two way street and we strive to uphold it in all of our relationships - our commitment to our donors, to utilize the resources they give for the greatest impact; to international partners, to stand by them and work together for good; to the people we serve, to develop in healthy, sustainable, dignified ways; and to each other, to see this work through.
7. **Friendship** - We value the collaborative relationships we develop here at Help One Now. We think the best way to stay committed and connected is to remember that we are building friendships. We create a team atmosphere, we love to have fun together, work hard and play hard. We take that value into every facet of our organization - our global partnerships, team building, donor journey, and board relationships.

WHAT WE MEAN BY LOCALLY LEAD

Help One Now empowers local leaders who are already working effectively in their respective communities through friendship and partnership. They are our greatest resource, and without them, sustainable change is not possible.

These leaders are community development experts, pastors, team builders, and co-laborers for Christ on the journey to end poverty. They collaboratively mobilize the local church, government agencies, and other entities to engage the community's needs with crucial initiatives that produce community resilience, health, and progress.

POSITION SUMMARY

The Operations Coordinator is responsible for the execution of a variety of administrative tasks and supporting our teams to stay on track for deliverables. The Operations Coordinator's responsibilities include managing and tracking projects, taking meeting minutes, utilizing our project management software to assign tasks and reminders, and planning events and campaigns.

The Operations Coordinator is a key role on the Help One Now team. The ideal candidate is someone who is highly organized, friendly and personable, can ensure workflow is moving smoothly, and has excellent written and verbal communication skills. This person presents themselves professionally, can effectively coordinate several projects at once, is comfortable receiving feedback and exhibits the posture of a learner. Is someone who is extremely detail oriented.

This position has the option to be part-time (25-30 hours) or full-time (preferred) reporting to the Director of Operations.

This position is based in Raleigh, NC.

ESSENTIAL RESPONSIBILITIES

To perform this job, an individual must perform each essential function satisfactorily:

- Oversee and organize tasks for various simultaneous projects, including:
 - Events, galas, gatherings, product launches, partnerships
- Coordinate general mailing and orders
 - Ordering merchandise, & office supplies
- In coordination with the director of operations, organize team tasks utilizing our project management software
- Creating projects in Asana from blank templates
 - Maintain project organization by regularly checking in on overdue items, assigning tasks that arise from meetings or conversations
 - Post weekly (or as needed) project updates via Asana Overview
 - Regularly (daily) check in on each staff member's task load and check in on any overdue items from Asana
- Assist the marketing and international teams in meetings and task coordination
 - Attend weekly team meetings
 - Present and review all overdue tasks at the beginning of each meeting with the international team
 - Take and file meeting minutes
 - Assign action steps to relevant team members with deadlines

- Maintain systems for donor follow up including distribution of annual materials and gifts to donors
- Coordinate operations Team tasks
 - Create fundraisers in Pure Charity
 - Keep donor addresses current in our systems
 - Troubleshoot donor issues with our fundraising platforms
 - Assist with distribution of child letters and bio cards
 - Coordinate annual scanning, reviewing, and compiling child letters by interns
 - Coordinate team sprint tracking with reminders to team members as needed

OTHER QUALIFICATIONS

Knowledge of computer applications for the frequent use of email, word processing, data entry, spreadsheets. Must be able to handle multiple, simultaneous tasks effectively and efficiently. Strong verbal and written communication skills required. Must be detail oriented and organized with the ability to perform duties in a fast-paced environment, prioritize workload, and meet timely deadlines. Some experience in non-profit work is preferred but not required.

HOW WE SUPPORT OUR TEAM

- Generous paid time off: 10 days of paid time off to begin (builds with years of service) and paid company holidays
- 100% employer paid medical, vision, and dental insurance plan for employee only coverage
- Employer paid life insurance coverage
- 401k plan with a company paid non-elective contribution, as well as a company paid match based on voluntary contributions