



## **Operations Coordinator**

March 2014

### **Position Overview**

Reporting to the Operations and Project Manager, the Operations Coordinator will meet the growing operations and system development needs of Benevolent's national office. The Operations Coordinator will have the opportunity to step in as a key player during a transformative period of growth in a nonprofit tech start-up and contribute meaningfully to Benevolent's sustainable growth and capacity building.

The selected candidate will play a crucial role in supporting and crafting systems and processes that will allow Benevolent to grow with efficiency. Additionally, the Operations Coordinator will forge and support partnerships with Chicago area nonprofits and leaders. The position is a great opportunity for a driven, can-do candidate interested in further developing operational, systems, project management and relationship management skills in a mission-driven and entrepreneurial environment.

The ideal candidate is excited by the prospect of addressing social issues through a new approach and technological lens and is ready to dive into delivering high-quality work and results on the specifics of multiple ongoing projects. We are looking for someone who thrives in the world of systems, processes, and details, but is also comfortable in the realm of first-rate customer service and support. The ideal candidate will have experience managing multiple projects to successful completion in a fast-paced and ever-changing environment.

### **Organization Description**

Benevolent brings dignity and self determination to both sides of the giving equation, illuminating the realities of life on the edge of sustainability. A social enterprise designed to foster individual giving to meet individual needs, Benevolent connects those who face a hurdle along their path to stability and success with those who wish to help. With over 10,000 monthly unique visitors and partnerships with high-impact nonprofits throughout the United States, Benevolent is transforming how the world gives and how we understand the challenges of those living in poverty. Visit Benevolent at [www.benevolent.net](http://www.benevolent.net).

### **Position Scope**

- Create, update, and implement sustainable internal systems and processes from data systems to team communications
- Provide first-level customer service, training, and support
- Forge and manage relationships with community partners

- Assist the Benevolent team on a multitude of projects in support of our strategic plan, ranging from short task lists to long-range systems improvements
- Plenty of additional opportunities in other areas

### **Characteristics of our Ideal Candidate**

- An organized, resourceful, proactive, self-motivated, scrappy approach to getting things done
- Comfort in a nontraditional and fast-paced work environment
- A high sense of responsibility for progress, communication, deliverables and success
- Interest in and understanding of the social sector, social justice issues, and nonprofit management
- Flexible, open, and inspired

### **Position Requirements**

- Background in customer/operations administrative service and support
- Knowledgeable about the nonprofit sector. Case management and/or project management experience a plus
- Highly organized; can meet or exceed deadlines on time-sensitive assignments
- Systems-oriented, with an eye for detail, efficiency, and a long-term view
- Excellent project management skills - ability to prioritize and organize tasks
- Strong communication skills; able to effectively articulate our value proposition to interested parties and help others engage with our organization
- Fluid in mastering new technologies, systems and digital platforms
- Creative problem solver; able to adapt quickly to change and work in an ever-changing environment
- The ability to work independently, with little supervision, and collaboratively with a team
- Bachelor's degree required

### **Additional Requirements**

- Ability to work extended and unconventional hours as needed
- Must have a valid driver's license, proof of insurance and the ability to use a personal vehicle and/or public transportation to visit Benevolent partners around Chicagoland

### **To Apply**

To apply please send your resume and a thoughtful cover letter to [operationscoordinator@benevolent.net](mailto:operationscoordinator@benevolent.net) with the subject line "Operations Coordinator." Applications without a cover letter will not be considered. Please do not phone or reach out via email after submitting your application materials. We will contact you if we'd like to move forward to the next stage of consideration of your application.