

JOB OPPORTUNITY

OPERATIONS SPECIALIST
Posting #2017-16
Posting Date: June 27, 2017
Closing Date: Open until filled

POSITION:	Operations Specialist Full time (40 hours/week), hourly, non-exempt position
DEPARTMENT:	Marketing & Development
LOCATION:	Eugene, Oregon
PAY RANGE:	\$16.57/Hour - \$22.37/Hour

ORGANIZATIONAL SUMMARY:

Holt International Children's Services develops and maintains programs overseas that annually serves over 100,000 orphaned, abandoned and vulnerable children in 13 countries. Holt International addresses the root causes of child homelessness by working directly with children and families around the world, focusing on developing and delivering programs based on three pillars of service: family strengthening, world-class orphan care and adoption services.

HOLT'S MISSION STATEMENT:

Holt International is a Christian organization committed to expressing God's compassion for children. While always upholding the highest ethical standards, we:

- Find and support permanent, loving families for children who are orphaned, abandoned or at serious risk of separation from their family
- Provide services to ensure that children will grow and develop to their fullest potential
- Lead the global community in advocating on behalf of the world's most vulnerable children

HOLT'S CORE VALUES -AT HOLT, WE:

- Are passionate and committed to our mission
- Conduct our work in an ethical manner
- Provide the highest quality services
- Respect the dignity of all children, families and adults we serve
- Value and respect diversity
- Serve with prudent stewardship
- Value and promote a positive team spirit

DEPARTMENT SUMMARY:

Holt International finds and supports permanent, loving families for children who are orphaned, abandoned or at serious risk of separation from their family. Holt's model of child-centered care provides services for vulnerable children to ensure they will grow and develop to their fullest potential.

Today, the majority of Holt's revenue comes through fundraising, for which the Marketing and Development team is responsible. Marketing and Development (M&D) is tasked to assure we are able to accomplish our long-term objectives by having financial resources available to support all current activities, and take on new areas of need. Holt M&D is responsible to strengthen existing benevolent giving and generate new donation revenue through strong programs that will draw greater interest and support for our child welfare work overseas.

POSITION SUMMARY:

The Operations Specialist (OS) is an innovative, results-oriented member of the M&D team who is responsible for operational requirements coordination. Under direction of the Director of Donor Development and Operations (DDD&O), the OS will develop solutions to business problems, beginning with defining, analyzing and documenting requirements. By coordinating requirements at the project level, the OS will help fulfill business needs for M&D.

The OS also plays a key role in the rendering and distribution of financial, statistical and ROI analysis for the DDD&O and the Vice President of Development. The OS will develop, maintain and monitor operational performance through diagnostic metrics. The OS will also identify methods to improve the capture of key metrics and reporting requirements.

The OS develops a knowledge of M&D's organizational and business objectives in order to help the team in a problem-solving role. The OS assesses user requirements, procedures and problems to create or improve systems and processes.

ESSENTIAL JOB FUNCTIONS:

- 1. Provides support analysis by** answering questions, researching possible solutions to problems, and fostering open communication between the M&D, Finance, Adoption Services and the IT / Web Support Staff.
- 2. Provides decision analysis by** applying quantitative methods to study and make recommendations regarding various business issues, including risk management, profitability, resource allocation optimization, and segmentation.
- 3. Completes system testing by** working with system developers and designers to identify, diagnose, and document problems and errors in specific components of a system. Assesses how well a system / process adheres to its design, standards, usability and ability to meet business needs.
- 4. Provides software improvement needs analysis by** tracking M&D specific Viking and Luminate defects and fixes, and providing team specific training as required.
- 5. Provides business analysis by** applying knowledge of statistical tools and techniques to analyze business operations, processes, and output to determine system/process reliability, repeatability, and quality. Supports the process & quality management mission to formulate process, people and system solutions that solve business opportunities through a solid understanding of M&D operation and business.
- 6. Coordinates M&D metrics by** developing, maintaining, and monitoring operational performance through diagnostic metrics. Identifies methods to improve the capture of key metrics and reporting requirements

7. **Contributes to the team effort by** exhibiting cooperative and effective work relationships, such as responding positively to challenges, assignments, inter and intra departmental requests, participating in team brainstorm and planning meetings, and seeing beyond individual tasks to help fulfill the organizational goals.
8. **Contributes to a positive, productive work environment by** meeting attendance and punctuality guidelines and pre-arranging time off with appropriate notice; treating all people with dignity and respect; exhibiting good listening and comprehension skills, including giving and welcoming feedback; communicating effectively by email and phone; demonstrating adaptability in a changing environment by taking on new projects as assigned.

SUCCESS FACTORS:

The successful Operations Specialist will be detail-oriented with the ability to prioritize and self-manage a multi tasked workload in a fast-paced environment. Must have strong problem solving and analytical skills with the ability to perform multiple tasks effectively and concurrently. The successful candidate will have the ability to utilize a variety of technology platforms and must demonstrate the ability to analyze options and use sound judgment when decision-making.

KNOWLEDGE (MINIMUM REQUIREMENTS):

Bachelor's degree and a minimum of 3 years' work experience, preferably in nonprofit leadership, fundraising, marketing or business. Must have a demonstrated understanding of basic principles of philanthropy. Must have the ability to communicate effectively both orally and in writing. Must be proficient and/or able to master quickly key software products including Viking database; Luminate Online; or other content management systems (CMS), or constituent relational management systems (CRM). Must be proficient in MS Office (Excel, Word, and Power Point). Must have the ability to write basic SQL queries (working understanding of the Viking database table structure preferred). Demonstrated intermediate proficiency in statistical analysis within excel, including identifying constituent trends, with experience creating statistical donor data models preferred. Must have demonstrated experience coordinating system / process testing between technical and non-technical staff. Experience working with sensitive constituent data in a secure manner. Must have demonstrated ability to convert statistical analysis into accurate and professional presentation materials. An equivalent combination of education, training, and experience sufficient to successfully perform the essential functions of the job as listed above may be qualifying.

INFORMATION PROCESSING:

Familiar with information requirements and solutions using computer network and the programs such as Viking and Luminate databases as related to M&D processes. Researches and interprets data and new systems related to strategic direction of fundraising efforts.

SCOPE OF RESPONSIBILITY:

Develops solutions to business problems, beginning with defining, analyzing and documenting requirements. By coordinating requirements at the project level, the OS will help fulfill business needs for M&D.

INTERPERSONAL COMMUNICATION:

Ability to communicate clearly with other staff to obtain cooperation and actions needed to ensure successful project outcomes. Exercises good judgment, courtesy, and tact in interaction with employees and the public. Establishes and maintains positive relationships with commercial vendors. Must possess the ability to establish requirements of a project or program, and communicate them

clearly to stakeholders, facilitators and partners. Is a team player and committed to providing quality service. Communicates respectfully and is sensitive to cross-cultural issues.

IMPACT OF RESULTS:

Assesses requirements, procedures and problems to create or improve systems and processes. Improving infrastructure and team capacity will lead directly and indirectly to increased donor retention, donor engagement, and donor pipeline growth.

ACCOUNTABILITY:

REPORTS DIRECTLY TO: Director of Donor Development and Operations (DDD&O), who reviews work for effectiveness and results obtained.

WORKS DIRECTLY WITH: Marketing and Development Department, Creative Services, Finance, IT, International Programs and Adoption Services staff, external consultants and vendors.

APPLICATION PROCEDURE:

To ensure consideration, please submit the following application materials:

1. Job Application (on webpage under “complete an Online Application here”)
2. Cover letter in which you clearly describe how your knowledge, skills and abilities prepare you for the job responsibilities and requirements outlined in the job posting.
3. Current resume which includes educational and professional work experience. Educational experience must include type of degree and education experience and where obtained. **Work experience must include employer name, dates of employment (month and year), position held/title and a description of duties, if position was full time or part time, and reason for leaving employer(s).**

Go to www.holtinternational.org/employment/ to locate the job application and the instructions on how to submit the application materials for this job posting.

SELECTION PROCESS:

A Holt application, cover letter, and any supplemental materials (if requested in the job posting), will be used to select the top candidate(s). Those selected for further consideration will be invited to an interview. Prior to hiring, candidate(s) will be required to complete a pre-employment criminal history background check, motor vehicle record check, and child abuse clearance check. A credit check may be done if applicable for the position. The candidate(s) must pass the background check process in order to continue in the hiring process.

Holt International Children’s Services
www.holtinternational.org