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## Project and Operations Assistant

### BACKGROUND INFO

**Cause Effective transforms nonprofits by partnering with mission-driven leaders to achieve social change.**

We work with leadership to develop, employ, and expand effective fundraising, governance and organizational strategies to advance equity and justice. Cause Effective supports visionary and committed individuals and organizations in the nonprofit sector in several ways:

- We deliver training and immersive consulting to nonprofit organizations eager to boost the productivity of their governance and fundraising efforts
- We offer coaching and instruction to build the skills, competence and confidence of individuals in key fundraising and governance roles, from executive and development directors to middle managers and board leadership
- We provide thought leadership on a sectoral level on issues pertaining to fundraising and governance, especially strategic concerns relating to equity, access, and ensuring that all professionals have their rightful seat at the table

In 2021, Cause Effective helped over 1,500 nonprofit organizations of all missions, types and sizes across the New York metropolitan area to raise more money, deepen their relationships with donors, create compelling communications, and build stronger boards of directors.

### BASIC FUNCTIONS AND PRIORITIES

**Cause Effective is seeking a full-time Project and Operations Assistant.** The Project and Operations Assistant is a key member of the Cause Effective team working to keep critical administrative, fundraising and programs systems functioning properly and provide logistical support to the program and development staff. This position is responsible for the maintenance and use of Cause Effective's Salesforce Database. The Project and Operations Assistant reports to the Senior Director of Operations.

Cause Effective is operating currently as a virtual organization – but while this position is primarily remote, the Project and Operations Assistant will need to monitor the physical mailbox on a bi-weekly basis. There will also be occasions when the Project and Operations Assistant will be asked to be in-person for programming events within the annual calendar, therefore, candidates for this position must be located in or within easy access of the New York City area.

### KEY RESPONSIBILITIES

#### **Operations/Administrative Support (60%)**

- Assist the Cause Effective Senior Director of Operation as well as other staff by carrying out a variety of administrative tasks that impact the daily functions of Cause Effective operations and programs
- Monitor the CE phone system and UPS mailbox to ensure timely responses to all business inquiries and quick processing of accounts receivables
- Train and provide troubleshooting support for staff, interns, and affiliates on the use of our various technical systems (Salesforce, Box, Asana, etc.)
- Manage timelines for Cause Effective events, appeals, and publication distributions
- Handle the contracts administration process to ensure compliance of client work and timely payment processing
- Coordinate and supervise the work of a rotating roster of interns throughout the year

- Provide support for Cause Effective's in-person events such as annual staff retreats, holiday parties, summer picnics, etc.

#### **Program Support (25%)**

- Provide support as needed as a key member of the Programs Team assisting in the seamless administration of Cause Effective's workshops and consultancies – including in-person workshops when those resume (slated for Winter 2023)
- Maintain the integrity of the Salesforce database by establishing and monitoring data entry policy and procedures
- Generate Salesforce reports to provide insights to organize business functions and explore new ways to improve SF functionality
- Support senior consultants with client management tasks such as updating client opportunities, scheduling meetings, transcribing notes
- Serve as a backup to the Programs Team in sending out communications and marketing materials
- Attend weekly Programs Team meetings to understand where support is needed and how to anticipate future needs and prioritize workload

#### **Fundraising Support (15%)**

- Provide logistical and clerical support to the development staff on a variety of fundraising assignments
- Coordinate logistics for the annual appeal, including appeal production, donor tracking and recognition
- Manage fundraising data through active use of our Salesforce database
- Assist with prospect/funder research
- Support Cause Effective special events including creating and maintaining registration and attendance records/reports

#### **Qualifications Required:**

- 2-3 years of experience working for non-profit organizations (paid and/or volunteer) in positions of progressively greater responsibility
- Demonstrated experience and success in project management, with impeccable follow-through
- Solid organizational skills, including the ability to manage time appropriately, set priorities, handle multiple assignments within tight time-frames, and work efficiently
- Demonstrated proficiency in Microsoft Office Suite, Salesforce, and other technical systems
- Strong attention to detail and accuracy in recording information
- The ability to "manage up and across" to keep others on track and work as a member of a team
- Effective oral and written communication skills
- Collaborative team player with the ability and desire to work cooperatively with others

#### **Personal Characteristics:**

- Intelligent and persuasive; a problem solver who can both conceptualize and implement, and can initiate ideas and projects, not just respond to direction
- An energetic, focused, hard worker who is effective in a fast paced, pressured environment
- A person who enjoys working with many different types of people and who has respect for and sensitivity to different cultural styles among clients and coworkers
- A collaborator with a sense of humor who likes to share information and ideas with colleagues to achieve excellent results

Cause Effective seeks to achieve impact through a diverse and inclusive workplace that honors the unique talents and lived experiences of each individual. Our vision and values are reflected in all our decisions, including hiring practices. Accordingly, Cause Effective actively seeks people who bring a broad range of backgrounds and perspectives to join us in our work. Cause Effective is an Equal Opportunity Employer.

**COMPENSATION AND BENEFITS**

Salary for the Project and Operations Assistant position is \$40,000 to \$43,000, with excellent benefits and flexibility. Cause Effective is a 100% virtual organization and includes a work-at-home stipend in its compensation package. This position is slated to start in June 2022.

Please submit a resume/CV, cover letter, and short writing sample to Cause Effective at [jobs@causeeffective.org](mailto:jobs@causeeffective.org) with the title of the position in the subject line. Supplemental materials reflecting core competencies are also welcome. No phone calls.

All inquiries and discussions will be considered strictly confidential.