



# Partners for Impact, LLC

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## Operations Associate

Partners for Impact is a woman-owned and LGBTQ-owned company located in Apex, North Carolina. We are a small but flexible firm. All of our consultants have spent their careers working with nonprofits in positions from the front lines to leading human service organizations as executive directors and board members. We have brought this first-hand experience and our deep knowledge of working with vulnerable populations to our work. Our current clients are both nonprofits and their funders, as well as local governments, coalitions, and collective impact initiatives that are working to help local systems better address some of our most complex social problems. We have worked in spaces focused on homelessness, young children, community health, mental health, food security, and inclusionary and affordable housing.

We are looking for a part-time (20 hours per week) Operations Associate to join our team. The ideal candidate will have an Associate's degree in a business related field and 3+ years of strong, related experience or a Bachelor's degree in a business related field and at least 2 years of experience. Preferred experience includes managing projects, supporting customers, managing business data, and supporting a wide range of internal and external small business functions. Strong customer service skills will be essential as well as creative problem solving for solutions that help our team be efficient and effective as the business grows. Most work will be conducted remotely with light travel for some meetings. This position has growth potential.

### GENERAL RESPONSIBILITIES

The Operations Associate is responsible for supporting the general business operations of our consulting firm through a range of tasks that require working independently and collaboratively, in leadership roles and in supporting roles. There is a strong data management function that includes developing and managing a customer relations database, basic accounting, tracking data for contacts, and creating internal and external reports.

### ESSENTIAL TASKS

(These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.)

#### Business Development/Marketing/Communications

- Researching and finding technical solutions for productivity
- Develop and manage a customer contact database (CRM),
- Design and distribute communications through the CRM - email list (Mail Chimp)

#### Finance Functions

- Enter all expenses and deposits into Quickbooks
- Reconcile bank and credit card statements
- Create monthly invoices

- Track hours, deliverables, and spending by project and report monthly
- Track expenses, cost and profits by project compared to budget and projections. Report quarterly
- Provide standard financial reports monthly
- Create consultant pay worksheets monthly

#### Other Administrative Functions

- Manage Docusign for contracts and amendments
- Assist with meeting scheduling and logistics
- Purchase supplies to support consultants
- Draft policies and procedures

#### Project Support Functions

- Coordinating meetings and focus groups including communications, logistics and supplies
- Ensure focus group and other participants are compensated according to contracts
- Provide client and project participant customer service and support as needed

### EXPECTED JOB PERFORMANCE

- Passion - Passionate about improving the lives of persons served and contributes to the firm's mission by identifying opportunities to enhance the mission.
- Highly-Skilled -Has a core knowledge of business practices, tools, and strategies to manage and complete tasks with accuracy.
- Independent - Responsible for independently organizing work; prioritizing tasks; planning ahead; following through to complete assignments; using time effectively.
- Judgment - Analyzes and resolves problems (individually and in a group); by anticipating problems; making decisions associated with responsibilities; involving others as appropriate.
- Teamwork - Works cooperatively with co-workers; building relationships and team spirit; treating others with respect; willingness to compromise; addressing conflict positively.
- Communication - Communicates clearly and with initiative, both verbally and in writing; listening attentively and being receptive to feedback; providing candid feedback; preparing required documentation.
- Timeliness and Accuracy of Work - Completes assignments in an accurate, complete and timely manner; overall quantity and quality of work; meeting deadlines; thoroughness.
- Self-Development - Strives to improve performance; understanding own strengths and weaknesses; desire and effort to enhance skills and develop new skills; receptive to feedback.
- Professionalism - Utilizes authority and position appropriately; is on time for work; dresses appropriately for the position; represents the firm in a positive manner at public and private events; maintains confidentiality.

### KNOWLEDGE, SKILLS, AND ABILITIES

We are looking for a candidate who:

- Enjoys working with data from entry to reporting and using data to strengthen decision making and business practices
- Can support customers, team members and owners while keeping tasks moving forward with encouragement and enthusiasm.
- Has the ability to coordinate and organize information and processes seeing the big picture or purpose while also paying close attention to details
- Has the ability to communicate ideas clearly and concisely, orally, and in writing

- Will establish and maintain effective relationships with customers, consultants and other stakeholders
- Has project management skills
- Proficiency in G-Suite (Google Docs, Sheets, Slides, Google Forms, Gmail, Google Calendar, Spaces, Chat and other functions) with advanced Excel skills
- Familiarity with Quickbooks and basic bookkeeping, DocuSign, CRMs, and other business tools for communication (Mail Chimp), survey (Survey Monkey or Qualtrics), project management, etc. and is able to research new solutions when needed
- Experience with Wordpress is a plus

#### EDUCATION AND EXPERIENCE

Position requires an Associate's degree in a business related field and at least 2 years of strong, related experience. Preferred experience includes managing projects, supporting customers, managing business data, and supporting a wide range of internal and external small business functions.

The salary range is between \$18 - \$22/hr commensurate with experience for approximately 20 hours per week.

BIPOC and LGBTQIA+ candidates are encouraged to apply. If you are interested in applying, please submit a resume, cover letter, and 3 references from your work in the past 2-3 years to [admin@partnersforimpact.com](mailto:admin@partnersforimpact.com).