

Northwest Workforce Council

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Operations Support Specialist – Bellingham

POSITION OVERVIEW

The Operations Support Specialist position provides high level support to senior management team members of Northwest Workforce Council (NWC), a private, not-for-profit corporation operating employment and training programs in Island, San Juan, Skagit and Whatcom counties. This position is based in Bellingham.

The Operations Support Specialist provides administrative, financial, and clerical support key to organizational performance and the provision of quality services. This position works as part of a team on a wide range of activities, with emphasis on WIOA IB Programs and Fiscal support. NWC uses the Abilia Fund Accounting “MIP” system.

NWC Program and Fiscal support includes assignments which require considerable judgment and initiative in resolving problems. Duties include a variety of complex technical support tasks including collecting and summarizing data, managing databases, creating reports and performing specific program and fiscal department support functions.

The position requires the ability to complete tasks within timelines and to work independently, as necessary, to complete projects.

ESSENTIAL FUNCTIONS

Program Operations Support:

- Perform technical review and cross check verification of eligibility for participant enrollment and subsequent services/payments for completeness and accuracy.
- Create, organize and maintain files and documentation for all participants, including associated records for individuals served by agency programs.
- Perform participant obligation system functions; including de-obligating funds as appropriate; troubleshoot errors during data entry in accounts payable and payroll systems
- Other program support duties as assigned. Supervised by NWC Workforce Program Manager.

General Business Support:

- Enter data into a computer database to create rosters and mailing lists.
- Tabulate, sort and list performance information and produces management reports based on federal and state statistical formulas.
- Assist in the development and population of management and performance reports.
- Prepare presentations, correspondence, briefing booklets, marketing and other documents, using word processing, spreadsheets, database, and/or presentation software.
- Conduct vendor and supplier research as requested.
- Distribute inbound faxes to proper recipients.
- Support the maintenance of office machines; order and replace perishables, troubleshoot, and contact vendor services as necessary.
- Assists with meetings and events; compile and distribute minutes/notes of meetings.
- Other duties as assigned. Supervised by NWC Director of Executive Operations.

Fiscal Operations Support:

Process accounts payable:

- Responsible for the full cycle of accounts payable (A/P) function, including coding, reviewing for completeness and accuracy, entering into accounting tracking systems, verifying procurements, processing payments, and organizing files and documentation. As part of routine A/P duties: utilize and implement appropriate participant and operational cost purchasing procedures and general ledger account codes; process invoices for payment and attach proper documentation; enter vouchers in A/P system; edit work, print and mail checks; maintain vendor filing system; reconcile vendor statements and maintain files of pending invoices and purchase orders.

Receive time records and prepare payroll:

- Assemble, review and verify accuracy of timesheets for *bi-weekly payroll*. Input data from various documents into the computerized payroll and/or management information system. Generate payroll reports and perform tax deposits for bi-weekly payroll.
- Maintain, review, and process annual tax filings such as 1099s, and quarterly use tax.
- Other fiscal duties as assigned. Supervised by NWC Financial Manager.

ESSENTIAL SKILLS AND EXPERIENCE

- Minimum AA degree with major coursework in business, accounting or data management; and three to four years paid work experience in financial or data management or general accounting in an office environment. A Bachelor Degree with a major in accounting or business may be substituted for two years of experience. Strong candidates lacking these credentials, but with a solid combination of education and work experience that demonstrate the skills, knowledge and abilities required to perform the job will be considered. Must have proven math and accounting skills.
- Proficient in Microsoft Excel, Access and Word. Abila Fund Accounting (MIP) software system experience preferred.
- Knowledge of accounting principles and practices; ability to perform complex accounts payable and tax filing duties with minimum supervision.
- Ability to interpret and analyze accounting data and complex accounting or fiscal reports.
- Ability to establish and follow detailed work procedures.
- Demonstrated ability to participate as a team player with effective communication and problem solving skills.
- Ability to work in a fast-paced, time sensitive environment with consistent and strong organizational and problem solving skills; attention to detail, and an eye for a high level of accuracy.
- Proven and effective oral and written communication skills; ability to establish and maintain effective working relationships with internal and external customers.

WORKING ENVIRONMENT AND ADDITIONAL REQUIREMENTS

To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are in addition to essential skills and experience:

- Valid Washington State driver license required with properly licensed and insured automobile available during work hours
- A criminal background check as a condition of employment
- During the six-month provisional employment period, the applicant must be able to perform the essential functions of the job without any extended leave time
- Work is conducted primarily in an office setting and will involve some travel within the region; employee to provide own transportation, with travel reimbursed at fixed federal or actual rates
- This is an exempt, professional position which requires a full-time schedule. The employee is required to be present in the workplace on a regular and reliable basis. Normal business hours are Monday through Friday, 8:00 to 5:00 PM. Occasionally alternate schedule/hours as may be

- required to effectively execute duties of the position
- Occasional use of hand truck and ability to lift 25 lbs

BENEFITS

Salary starts at \$39,541 annually. Excellent benefit package including employer paid employee medical and vision; employer paid family dental insurance coverage; an employee assistance program; long term disability insurance; paid vacation and sick leave; eleven paid holidays; and employer funded (@ 7%) 401K retirement plan. For a more detailed look at NWC's Benefit Package, please visit www.nwboard.org.

APPLICATION PROCEDURE

To apply, please submit the following to HR@workforcenorthwest.org or by mail to: Human Resources, Northwest Workforce Council, P.O. Box 2009, Bellingham, WA 98227:

1. **Letter of Interest**, to include the title and location of the position you are applying for
2. **Current Resume**
3. **Professional References** (contact information only, minimum two)
4. **Detailed Response** to the following three questions:
 - *What is your understanding of the position?*
 - *Why you are interested in the position?*

Only those applications that contain the above required items (1-4) will be considered. It is NWC policy to verify information contained in all application materials.

Candidates whose qualifications most closely match the desired attributes will be invited to interview at their own travel expense. The process may include, in addition to an oral interview, a written exercise, a presentation and/or skills testing.

NWC reserves the right to extend application deadlines and to modify the selection schedule without notice, or to form eligibility lists for, or make appointments to other NWC positions with similar employment requirements. Position is open until filled.

Northwest Workforce Council is an Equal Opportunity Employer. Auxiliary aids and services are available to persons of disability upon request; send email to HR@workforcenorthwest.org.