



ISLAND
265 NE Kettle St., Ste. 102
Oak Harbor, WA 98277
360.675.5966

SAN JUAN
540 Guard St., Ste. 160
(PO Box 1696)
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SKAGIT
2005 E. College Way
Mount Vernon, WA 98273
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WHATCOM
101 Prospect Street
(PO Box 2009)
Bellingham, WA 98225
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POSITION TITLE: Operations Support Coordinator
Location: Northwest Workforce Council offices located in WorkSource Whatcom (101 Prospect St., Bellingham, WA)
Reports to: Financial Manager & Workforce Programs Manager
Type of Position: Full-Time Non-Exempt (M-F / 40 hrs per wk)
Salary: Beginning salary is \$55,196 with step increases up to \$67,700 plus benefits
Benefits: Full Package Provided

POSITION OVERVIEW

Northwest Workforce Council (NWC) is seeking a highly organized, detail-oriented, and collaborative Operations Support Coordinator to support the organization's fiscal, programmatic, and operational functions. This position plays a key role in ensuring efficient day-to-day business operations and high-quality administrative execution across Northwest Workforce Council's workforce development programs serving Island, San Juan, Skagit, and Whatcom Counties.

The Operations Support Coordinator provides hands-on operational support across program administration, fiscal processing, records management, internal business systems, and organizational coordination. Due to the nature of the role and its operational responsibilities, the essential functions of this position must be performed onsite in an open, collaborative office environment. This role requires strong technical aptitude, exceptional attention to detail, sound judgment, and the ability to manage multiple priorities in a dynamic, mission-driven environment.

The ideal candidate is adaptable, systems-oriented, collaborative, and committed to operational excellence in support of public workforce services.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Contribute as a collaborative member of a cross-functional nonprofit team environment.
- Maintain confidentiality and professionalism in handling fiscal, personnel, and participant information.
- Perform additional duties as assigned to support organizational operations and evolving agency priorities.

Program Operations Support:

- Conduct preliminary technical reviews of participant eligibility documentation, enrollments, service authorizations, payment support materials, and related financial transactions to ensure accuracy, completeness, proper reconciliation, and compliance with agency procedures, including processing adjustments, de-obligations, and maintaining associated records. Establish, organize, and maintain complete electronic participant files and related documentation in accordance with agency, program, and retention requirements.
- Identify and resolve data discrepancies across agency systems in collaboration with fiscal and program staff.
- Support program staff with documentation management, workflow coordination, records maintenance, and related operational processes.



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- Assist with quality assurance activities and internal documentation review as assigned.
- Reviewing and processing of program completions

Fiscal Operations Support:

Accounts Payable:

- Process accounts payable transactions in accordance with agency procedures, including invoice review, coding, entry, documentation verification, and payment preparation.
- Apply appropriate purchasing procedures, account coding, and fiscal documentation standards for operational and participant expenditures.
- Maintain vendor records, reconcile statements, monitor outstanding invoices, and support timely resolution of payment issues.
- Prepare supporting fiscal documentation and assist with reconciliations, audits, and fiscal record maintenance.

Payroll Support:

- Support payroll administration through collection, review, verification, and entry of employee timesheet data.
- Prepare payroll support documentation, reports, tax-related materials, and related compliance records.
- Support payroll accuracy through documentation review and internal process coordination.

General Business Support:

- Maintain organizational records, operational databases, mailing lists, rosters, and related administrative systems.
- Coordinate office operations support, including supply inventory, vendor service coordination, equipment troubleshooting, and workspace support needs.
- Provide logistical support for meetings, internal events, and agency convenings, including scheduling coordination, material preparation, and meeting documentation as assigned.
- Support document management, filing, scanning, records retention, and business continuity documentation.
- Coordinate and support internal assessments, administrative tracking activities, and organizational process support initiatives.

ESSENTIAL KNOWLEDGE, SKILLS AND ABILITIES

- Demonstrated experience performing detailed administrative and/or financial work, including experience with functions such as accounts payable, payroll support, financial or program documentation, records and data management, or other general business operations, within established procedures, internal control, deadlines, and compliance requirements.
- Experience with accounting, payroll, or management information systems preferred.
- Demonstrated ability to accurately process and maintain detailed financial, administrative, and program records and to work effectively within established procedures, internal controls, deadlines, and compliance requirements.
- Strong organizational, analytical, mathematical, and problem-solving skills, with demonstrated



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attention to detail and accuracy.

- Ability to independently manage multiple priorities and shifting deadlines while coordinating effectively across departments and contributing within a collaborative, team-oriented work environment. Ability to interpret and apply agency procedures, funding requirements, and operational standards.
- Strong written, verbal, and interpersonal communication skills.
- Proficiency with Microsoft Office applications, particularly Excel and Word, and demonstrated ability to learn and effectively utilize accounting, payroll, database, and other technology-based business systems. Experience with Abila Fund Accounting (MIP) preferred

MINIMUM QUALIFICATIONS

- Bachelor's degree in business administration, accounting, finance, public administration, office administration, data management, or a closely related field preferred; **OR** an Associate's degree in a related field combined with a minimum of four (4) years of progressively responsible experience in fiscal support, accounting support, payroll, administrative operations, program administration, or general business operations.
- Minimum of three (3) to five (5) years of progressively responsible experience in administrative operations, fiscal support, accounting support, program administration, or related work.
- Equivalent combinations of education and relevant professional experience that demonstrate the knowledge, skills, and abilities required to successfully perform the position will be considered.
- Experience in nonprofit, workforce development, public sector, or regulated funding environments preferred.
- Familiarity with accounting systems (MIP/Abila preferred) and database-driven operational environments preferred.

WORKING ENVIRONMENT AND ADDITIONAL REQUIREMENTS: To perform this job successfully, an individual must be able to perform each essential function satisfactorily. Additional Requirements are listed here:

- The Operations Support Coordinator is a non-exempt, professional position with the Northwest Workforce Council 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 AM to 5:00 PM. Occasionally alternate schedule/hours may be required to effectively execute duties of the position.
- The essential functions of the job requires job candidates to perform the duties onsite in an open and collaborative office setting and will involve some limited travel within the region; employee to provide own transportation, with travel reimbursed at fixed federal or actual rates.
- Valid Washington state driver license, and properly licensed and insured vehicle available during work hours.
- During the 90-day provisional employment period, the applicant must be able to perform the essential functions of job and without any extended leave time
- The position requires passing a criminal background check as condition of employment.

BENEFITS:



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For a more detailed look at NWC's Benefit Package, please visit www.nwboard.org. Beginning salary is \$55,196 per year, PLUS each employee receives an excellent benefit package which includes:

- Employer paid employee medical and vision
- Employer paid family dental insurance coverage
- Employee Assistance Program
- Long term disability insurance
- Paid vacation and sick leave
- Fifteen paid holidays including floating holiday
- Employer fully funded (@ 7%) retirement plan; AND employee 401K option

APPLICATION PROCEDURE: Only those applications that contain the following required items (1-4) will be considered. It is NWC policy to verify information contained in all application materials. To apply, please submit the following to HR@workforcenorthwest.org:

1. **Letter of Interest**, to include the title and location of the position you are applying for
2. **Current Resume**
3. **Supervisory (or other Professional) References w/ current contact information** (minimum three)
4. **Detailed Response** to the following two questions:
 - *What is your understanding of the position?*
 - *How are you uniquely qualified for the position?*

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 upon request to individuals with disabilities. Contact NWC HR@workforcenorthwest.org.