



# Operations Coordinator Overview

Qualifications for employment with Watermark CDC include having made a life commitment to Jesus Christ, agreement in writing with the Beliefs and Governance statements of Watermark, and having a work history and a lifestyle that are consistent with biblical principles. Must be an active member of Watermark Community Church or willing to become one.

**JOB TITLE:** Operations Coordinator

**FLSA STATUS:** Exempt

**ORGANIZATION:** Watermark CDC

**REPORTS TO:** Director of Operations

**POSITION SUMMARY:** Watermark CDC's vision is to "Transform the Economic Welfare of Our Community. Coordinates the execution of projects, initiatives, and process improvement efforts for Watermark CDC Operations Team (including, but not limited to, HR, Finance, Facilities, and IT) in line with strategic plans to increase the organization's efficiency and performance of economic development efforts.

## **SPIRITUAL GIFTS:**

- Leadership
- Wisdom & Discernment
- Service
- Administration
- Shepherding

**STRENGTHS:** Achiever, Activator, Analytical, Arranger, Belief, Communication, Discipline, Responsibility, Strategic

## **ESSENTIAL SKILLS & EXPERIENCE:**

- Bachelor's Degree preferred (Business, Accounting, Finance, Engineering, or related/equivalent field)
- 5-10 years of experience in business enterprise, economic development, and/or organizational operation is preferred
- Good understanding of financial and managerial accounting.
- Experience in project management with proficient use of Microsoft Office and other project management tools.
- Strong in problem-solving, attention to detail, organization, prioritization, and anticipating future needs.
- Excellent time-management skills with proven ability to follow through on tasks and meet deadlines.
- High self-initiative with the ability to work effectively under minimal supervision.
- Strong social, verbal, written, and presentation skills.
- Ability to coordinate multiple groups of people, organizations, and teams, and then, arrange them through project management skills to create cohesion and operational excellence.
- Previous experience in support of LMI – Low-to-Moderate Income – groups is preferred.

## **POSITION RESPONSIBILITIES:**

### HR and Internal Functions

- Manage and help optimize recruiting, onboarding, and offboarding processes.
- Manage processes for Annual Reviews, Open Enrollment, and insurance renewals.
- Train new hires on operations processes to ensure policies and procedures are followed.
- Lead projects and manage stakeholders' deliverables with competing priorities and time constraints.
- Assist Director of Operations with budgets, strategic planning, and assessing/streamlining processes.

### Leadership

- Comfortably demonstrate spiritual leadership and pastoral care; able to shepherd and counsel staff.
- Help develop Operations support staff by identifying opportunities to increase efficiency and performance.
- Act as Operations leader and resource in lieu of Director of Operations's presence.

### Finance, Data, IT, Facilities

- Manage processes for:
  - monthly expense reporting, accounts receivable/payable, and bookkeeping
  - financial controls, budget tracking, and budget adherence
  - Salesforce projects and implementation

- maintenance requests relating to facilities and IT (capture, prioritize, and resolve).
- Manage partnerships for annual financial reporting and IT support.

**MARKERS OF AN IDEAL CANDIDATE:**

- Has a deep love for Jesus and the local church
- Passion for supporting Kingdom work through economic development in our city
- Aligned on mission, vision, and values of Watermark CDC
- Strategic, high capacity, gritty leader who is warm, hospitable, and joyful in demeanor
- Strong organizational skills and project management experience
- Flexible and adaptable in an entrepreneurial work environment
- Humble and courageous problem solver who is open to direct feedback
- Autonomous self-starter, yet also a team-player
- Flexible and adaptable in an entrepreneurial organizational environment