



**HELPING CAPTIVES**

**Organizational Background:**

Helping Captives is a Christian anti-trafficking agency that partners with like-minded members of the community to fight for survivors of human trafficking. We work with our partners to help prevent trafficking before it starts through education and training, to intervene when trafficking occurs, and to help individuals heal from the impact of trafficking through our recovery services. Helping Captives empowers people to fight trafficking and help survivors in our community, giving survivors a safe place to heal and breathe.

**SUMMARY OF POSITION**

**Job Title: Business Operations Coordinator**

Organization: Helping Captives Administration Office

Location: Spokane, WA

Job Type: Full time (32 hours)

Compensation: \$23-\$25

Status: Non-exempt

Reports to: Chief Operations Officer, COO

**Position Overview:**

Reporting to the Chief of Operations, this full-time position (32 hours) typically operates between 8:00 a.m. to 4:00 p.m., Monday through Thursday. This role serves as a critical operational hub for the organization, providing administrative, financial, and executive-level support. The position is responsible for managing daily operations, overseeing financial processes, supporting donor engagement, and assisting executive leadership.

**DUTIES & RESPONSIBILITIES**

**Key Result Area #1: Office Reception and Public Relations**

- Answer and route incoming phone calls, take messages, and respond to general inquiries.
- Monitor and respond to organizational email communications, forwarding as appropriate.
- Welcome visitors, donors, and community members, directing them to the appropriate staff or resources.
- Receive and document walk-in and phone-in donations, ensuring proper processing and documentation.
- Address complaints or concerns with professionalism, tact, and compassion.

**Key Result Area #2: Office Administration**

- Oversee functionality of office equipment and phone systems; coordinate service and repairs as needed.
- Sort and distribute incoming mail; process outgoing mail and manage postage.
- Perform general administrative duties such as copying, faxing, filing, and coordinating mailings.



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- Route website inquiries to appropriate staff.
- Ensure front office, workspaces, and meeting areas remain clean, organized, and stocked.
- Coordinate with facilities and maintenance staff to schedule repairs and upkeep.

### **Key Result Area #3: Financial Management & Donation Processing**

- Maintain and update donor records in Virtuous, including data entry and gift-in-kind tracking.
- Process donations, checks, invoices, and other financial transactions in accordance with organizational policies.
- Manage petty cash and assist with financial tracking and reconciliation.
- Prepare and complete bank deposits as needed.
- Generate periodic fundraising and financial reports for leadership.

### **Key Result Area #4: Bookkeeping & Financial Oversight**

- Maintain financial records using QuickBooks and other financial systems.
- Record and reconcile all financial transactions, including credit card expenses.
- Collect receipts, process payments, and ensure timely bill pay.
- Reconcile bank statements and support payroll processing.
- Run payroll and manage payroll tax filings.
- Complete sales tax filings and assist with required financial reporting.
- Prepare and file 1099s and process W9 documentation.
- Generate financial statements and reports for leadership review.
- Analyze financial data to support organizational planning and decision-making.

### **Key Result Area #5: Executive Assistance**

- Manage calendars for the CEO and COO, including scheduling meetings, appointments, and travel.
- Prepare and edit correspondence, reports, presentations, and other executive documents.
- Serve as a liaison between executive leadership and external stakeholders, including board members, donors, and community partners.
- Coordinate board meetings, including scheduling, agenda preparation, minute-taking, and distribution of materials.
- Conduct research and compile data to support executive decision-making.
- Handle confidential and sensitive information with discretion and professionalism.
- Support overall executive workflow and ensure alignment across administrative and operational functions.



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## **SKILLS & QUALIFICATIONS**

### **Desired Skills and Qualifications:**

- Committed Christian, able and willing to model servant-leadership, and interested in being part of a ministry to people in need.
- Grounded in the Christian faith as a mature, active member of the body of Christ on a consistent, day-to-day basis.
- Strong Interpersonal skills - professional while exercising compassion and discernment, modeling the teachings of Christ.
- Able and willing to honor the leadership, chain of command, standards, and ministry objectives of Helping Captives.
- Strong computer skills (Word, Excel, Outlook, Virtuous, QuickBooks); able to complete documents, build tables, email, maintain electronic calendars, and accurately record information.
- Basic office financial management experience.
- Excellent communication skills, including written, verbal, and instructional.
- Must have a teachable spirit who can listen and make sound decisions.
- Strong organizational skills with the ability to multitask and be self-motivated.
- Capable of maintaining focus in a busy environment.
- Quick learner with attention to detail and accuracy.
- Time management skills and scheduling capabilities.
- Flexible and able to problem-solve.
- Insightful, trustworthy, honest, reliable, model appropriate boundaries, and strong work ethic.
- Valid Driver's License.
- Background or experience with nonprofit organizations is a plus.
- Data entry skills along with a knack for numbers.
- Self-starter - you should be able to learn quickly and be resourceful in finding answers to questions or problems you are unfamiliar with.
- A high level of personal integrity and professionalism, including the ability to work with confidential information.
- The physical ability to lift to 30 lbs., as well as bending, stooping, and kneeling to move and organize items in the office and help with events.

### **Minimum Qualifications:**

- 3 to 5 years of progressively responsible experience required.
- Proficiency in Microsoft Word, Excel, PowerPoint, Quickbooks, Google Mail and donor/event software programs.
- Strong organizational skills and excellent interpersonal skills.
- Ability to manage multiple projects and complete them with little supervision.
- Highly organized and detail-oriented.
- Fantastic customer service.
- Is team-oriented and works collaboratively to achieve team goals.



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- Thrives under pressure and in an environment of rapid change while maintaining a cheerful disposition.
- Must be able to pass a background check successfully.

## **REQUIREMENTS**

### **Working Conditions and Physical Factors:**

- Work is primarily indoors and requires sitting, standing, bending, reaching, and going from building to building.
- Requires a sustained emotional balance, patience, and tolerance for people and personal and management issues.
- The ability to move about all the facilities regularly.
- Requires the ability to hear, see, and speak clearly.

### **Equipment and Tools Used:**

- Computers, fax machines, copiers, printers, and phones.
- Software: MS Word, Excel, PowerPoint, Outlook, Google Chrome, Virtuoso, QuickBooks.

### **Faith-based Nonprofit:**

Helping Captives is a 501(c)3, charitable, non-profit, Christian organization. Helping Captives has an organizational religious exemption from the prohibitions contained in Title VII of the Civil Rights Act of 1964, as amended, concerning religious discrimination in employment. We reserve the right to discriminate or designate certain positions when a bona fide occupational qualification exists. Helping Captives' policy grants equal employment opportunities to all qualified individuals and does not engage in unlawful discrimination based on race, color, national origin, age, sex, or disability.

Our designated purpose is religious, and we are a Christ-centered ministry dedicated to sharing the Gospel of Jesus Christ. We seek to help prevent human trafficking and help survivors of trafficking through the love and power of the Gospel. We consider every position in the organization to be essential in the fulfillment of our ministry. As such, each employee must have a relationship with Jesus Christ as their personal Savior and Lord. All employees must be able and willing to share the Gospel, participate in all Helping Captives ministry activities, and adhere to the Helping Captives Employee Handbook.

### **Summary of Benefits:**

- Hourly wage for this position is \$23-\$25
- Two weeks of Personal Time Off (PTO) per year.
- Most Major holidays off per year.
- Employee discount at Helping Captives Thrift Store.