

Position Title: Operations Coordinator

Position Tagline: Tech-savvy, problem solver who implements efficient systems and seeks a mission-based, collaborative work environment

Salary Range: Salary commensurate with experience, with an anticipated starting salary between \$55,000-\$60,000. Silver Lining Mentoring offers a strengths-based collaborative team, flexible work environment, accessible office location in downtown Boston, and excellent benefit package with generous vacation including a one week closure in the winter.

Expected hire date: Immediately

To Apply: Candidates should submit a resume and cover letter explaining why you would like to be considered for this position to HR@silverliningmentoring.org

About the Role:

This is a new role designed to support our growing organization! You will report to the Director of Administration and will lead us in further operationalizing/scaling our technology, operations and administrative protocols. You are someone who is tech savvy, embraces challenges, and is committed to supporting our young people.

Qualifications:

A diverse team makes for collaborative work and creative thinking. We strongly encourage applications from historically underrepresented and racially minoritized groups and people with experience within the foster care system. If a role at Silver Lining sounds like something you'd find fulfilling and aligns with your career goals, please consider applying even if your experience doesn't exactly match the requirements listed. Experience comes in many forms, and a willingness to learn can go a long way. We are dedicated to adding new perspectives to the team and would love to hear from you!

- Strong commitment to, and belief in the mission, vision and values of Silver Lining Mentoring
- Minimum of two years in office management and technology support experience preferred
- Advanced organizational skills and keen attention to detail
- Exemplary interpersonal skills; ability to collaborate effectively with SLM staff, leadership, donors, and external partners
- Must be a quick learner, able to multi-task and easily adapt to changing circumstances
- Demonstrated maturity in handling sensitive information with sound judgment
- Ability to work independently, take initiative and work effectively within a team
- Knowledge of Salesforce, Box cloud server preferred; skilled in Microsoft Office Suite, Google Drive, and online platforms
- Interest in social justice and issues of child welfare and mentoring strongly desirable
- Knowledge of Quickbooks a plus

- Please note that we are not able to sponsor U.S. work authorization for this role

Responsibilities:

Technology: 50%

- Manage the company's technology platforms and the maintenance of office equipment
 - Systems support: Box and Google Workspaces
 - Classy, TPX, Zoom, and Xerox
- Support high priority technology needs for SLM staff to support daily workflow
- Potential to manage a return to in-office work environment including: managing day-to-day office operations (which may include setting up computers, maintenance troubleshooting), employee seating charts
- In collaboration with the Director of Administration, proactively plan for data and IT protection, long term IT strategies and data management.
- In collaboration with the Assistant Director of Evaluation, support evaluation data, collect survey distribution and response management, Salesforce Support including (report and dashboard management, data entry and clean-up);
- Support in office hybrid/virtual meetings with set-up support of technology (tv, camera, computer, sound, etc.) and Zoom or other required services
- Support organizational compliance of data security and technology needs (MFA log-ins, data backups, user management)
- Support onboarding of new staff through TPx/Webex/Phone support and technology and security protocols
- Support staff members to problem solve and resolve technology and account related challenges, such as password resets, communicating with vendor tech support, and other external tech and security consultants
- Improve and assist with technology and security related instructions and procedural documentation

Development: 30%

- **Gift and Data Entry, Data Management, and Donor Recognition:**
 - Ensure data integrity, accuracy, and utility
 - Enter all SLM revenue into relevant databases (including Salesforce), including tracking pledges made to the organization, and revenue information from cash, check, wire transfers, stock gifts, or third party platforms
 - Process all matching gift requests
 - Process gift acknowledgements to donors, including tax receipts and campaign-based impact reports, in a consistent and timely fashion
 - Coordinate grant agreements and ensure accurate recordkeeping for grant materials

- Create invoices for donor and sponsor pledges and track receipts
- Update donor records
- Enter meeting notes and other relevant donor information into Salesforce. Work with Development team to ensure donor portfolios remain up to date
- Manage the import and export of all donor and donation data in Salesforce; create reports as necessary
- Serve as liaison to Finance Department; generate development reports for both the development and finance teams, as well as the Board of Directors
- Support database data integrity through routine, proactive data cleanup.
- Maintain smooth integration between Classy & Salesforce
- Ensure SF reports and interfaces serve us best - make edits if necessary
- Pull data and prepare materials for DoD and CEO meetings with donors, prospects, and Board members
- **Direct Mail and Email Outreach Support:**
 - Create and coordinate email and direct mail lists, ensuring data accuracy
 - Coordinate with printing vendor and designer to ensure mailings are accurate and timely
- **Event Support**
 - Assist with all manner of live and virtual cultivation, stewardship, and fundraising event logistics, including Match, our annual gala fundraiser
 - Research and manage vendors
 - Pull invitation lists, manage attendee data and support communication efforts
 - Support sponsor recognition efforts

Operations: 20%

- Support the smooth and productive functioning of the administrative office, in both remote and in-person contexts, and its system. Offer a self-directed style in managing inventory, confidential files, records, mail/email/communications processing.
- Offer practical support and coordination to staff involving logistics for travel, lodging, purchasing supplies, internal coordination, training with technology and systems.
- Purchase supplies and inventory for office and on behalf of staff (manage SLM Amazon orders and account). Track and report this spending for the Director of Administration
- Preparing and maintaining operations documents and reports - including training materials, onboarding documents, etc.
- Perform human-resource/people-operations functions, such as arranging and assisting with the onboarding of new employees, administering employee benefits programs, measuring and reporting on employee satisfaction, supporting the organization's workforce - all while ensuring compliance with local/state/federal laws and regulations.
- Supports vendor invoicing and collections
- Assists with the reconciliation of monthly credit card statements and receipts

Organizational Overview

Silver Lining Mentoring (SLM) empowers youth in foster care to thrive through committed mentoring relationships and the development of essential life skills. For 20 years, Silver Lining Mentoring has matched young people in the child welfare system with highly-committed, volunteer mentors. The match relationship is supported by in-depth training and ongoing personalized match support from clinically-informed staff. Most youth participants are preparing to age out of the child welfare system, and Silver Lining Mentors offer both companionship and guidance in navigating critical life skills.

Silver Lining Mentoring offers four core services to young people impacted by the child welfare system. The three services offered in the greater Boston region include: Community Based Mentoring, which provides one-to-one volunteer mentorships to youth ages 7+; Learn and Earn, a life skills curriculum accompanied by a one-to-one volunteer mentorship available to young people ages 16+; and Transition Age Youth Services (TAY), which provides life skills development and leadership opportunities to help young adults navigate their independent living goals.

The fourth core service at Silver Lining Mentoring builds capacity to expand mentoring opportunities nationally via the work of the Silver Lining Mentoring Institute. The Institute launched in 2019 to achieve the goal that every young person in the U.S. impacted by foster care will have access to a high-quality, consistent volunteer mentoring relationship. The Institute is achieving this goal by equipping local practitioners across the country who are starting up or growing mentoring programs with best-in-field strategies and tools via a partnership with the National Mentoring Resource Center (NMRC) and MENTOR. The Institute further advances this goal through policy advocacy initiatives that promote consistent unpaid relationships for young people affected by the child welfare system; and educating and inspiring a nationwide movement that understands and responds to the relational needs of young people in foster care.

For more information please visit www.silverliningmentoring.org

Silver Lining Mentoring offers a strengths-based, collaborative staff team, flexible work environment, and accessible office location in downtown Boston. This position will require some weekend and evening hours, as well as local travel. Silver Lining Mentoring is an Equal Opportunity Employer. <http://www.silverliningmentoring.org>