HELPING CAPTIVES
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Organizational Background:
Helping Captives forges pathways from captivity to freedom for survivors of sex 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, region, and nationwide, by collaborating with like-minded organizations to connect survivors with ongoing services after stabilization.

SUMMARY OF POSITION

Job Title: Operations Coordinator
Organization: Helping Captives
Location: Spokane, WA
Job Type: Full-time (32 hours per week)
Compensation: $21-$25
Status: Non-exempt
Reports to: Operations Director

Position Overview:
Reporting to the Associate Director, this full-time position (32 hours) typically operates between 8:00 a.m. and 4:00 p.m., Monday through Thursday. This role serves as a critical operational hub for the organization, providing administrative and financial support. The position is responsible for managing daily administrative tasks and overseeing financial processes.

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.
- 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.
- 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: Bookkeeping & Financial Oversight
- Maintain financial records using QuickBooks and other financial systems.
- Process checks, invoices, and other financial transactions in accordance with organization policies

- Prepare and complete bank deposits
- Record and reconcile all financial transactions, including credit card expenses.
- Collect receipts, process payments, and ensure timely bill pay.
- Reconcile bank statements.
- 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.

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.
- Thrives under pressure and in an environment of rapid change while maintaining a cheerful disposition.
- Must be able to pass a background check successfully.
- Demonstrate maturity, integrity, and sound judgment.
- Consistent with good time management and multitasking ability.
- Compassionate with healthy boundaries.
- Healthy understanding of self-care.
- Calm and shows strength under pressure.
- A quick learner that is comfortable in a fast-paced environment where things change rapidly with the ability to intuitively adapt quickly while communicating clearly and staying calm.

Equipment and Tools Used:

- Computers, fax machines, copiers, printers, and phones
- Software: Microsoft Office Suite, Google Chrome, Google Workspace.

Faith-based Nonprofit:

Helping Captives is a 501(c)(3) charitable, nonprofit Christian organization and Christ-centered ministry dedicated to preventing human trafficking and supporting survivors through the love, hope, and transforming power of the Gospel of Jesus Christ.

As a religious organization, Helping Captives may, as permitted by applicable law, consider an applicant's religious beliefs and commitment to its Christian mission when making employment decisions. Each position within Helping Captives is considered an essential part of fulfilling the organization's religious mission and purpose.

Helping Captives is a faith-based, Christ-centered ministry. Because this position represents Helping Captives to donors, survivors, staff, volunteers, and the broader community, this person is expected to have a personal relationship with Jesus Christ and be in agreement with Helping Captives' Statement of Faith. This person must demonstrate genuine passion for and alignment with Helping Captives' mission to fight sex trafficking and restore survivors through the love and power of the Gospel.

This person must be willing to pray with donors, staff, survivors, and others as appropriate to the role and ministry setting. This person is also expected to uphold Helping Captives' mission, values, Statement of Faith, Code of Conduct, Employee Handbook, and organizational policies and to conduct themselves in a manner consistent with the Christian character and purpose of the ministry.

Helping Captives is committed to providing equal employment opportunities to qualified individuals and does not unlawfully discriminate on the basis of race, color, national origin, sex, age, disability, or any other characteristic protected by applicable law. Nothing in this statement is intended to limit any rights or exemptions available to Helping Captives as a qualifying religious organization under applicable federal or state law.

Summary of Benefits

- Hourly wage for this position is $21-$25 per hour
- 10 days of Personal Time Off (PTO) per year
- Employee discount at Helping Captives Thrift Store