



Location:	Bellevue or surrounding area (US Administrative Office)
Position Title:	Operations
Supervisor Name:	Holly Nelson
Hours:	5 hours per week/20 hours per month
Pay:	\$16-20/hour, experience dependent

SHN PURPOSE:

To bring glory to God by creating a world where kids are valued.

How do we do that?

We impact communities by improving care for kids with intellectual disabilities.

SHN CORE VALUES

Special Hope Network has four core values that every employee will be held to on quarterly performance evaluations, along with the responsibilities outlined below.

Driven by Progress

- Know your job description and do it in a way that makes your supervisor's job easier.
- Works to be better at your job.
- Asks question to improve your performance.
- Be motivated to learn on your own and from other staff.

Values Kids with Intellectual Disabilities

- Understands needs of children and families.
- Prioritizes children's health, safety, and well-being.
- Speaks up for the rights of children and families

Faith Active

- Cause is to bring Glory to God through this work.
- Demonstrate a Christ-like faith by bearing the fruit of the Spirit, Gal 5:22
 - Love •Joy •Peace •Patience •Kindness •Goodness •Faithfulness •Gentleness •Self-control
- Knowledgeable about scripture as it relates to disability.
- Shows hopefulness in your attitude and behavior.

SHN is in the Front of Your Mind

- When you make a decision, you first think about how it will affect SHN
- You do not put yourself, your pride, or your feelings before what will make the organization stronger.
- Understand SHN decisions are based on the people we serve, the people who carry out our work, and the people who support our work.

JOB DESCRIPTION

Manage US Office in administration, banking, and donor relations.

Compliance

- Understand non-profit laws and dates of renewals, complete all forms/applications to keep SHN compliant
- Send out annual 501(C)3 Tax Receipts to donors on time, once yearly.

Banking

- Collect mail once a week from Bellevue mailbox, deposit checks into bank account.
- Reconcile banking account every month, send funds as needed to SHN Zambia.

Operations Management

- Work independently while creating a positive, supportive team environment for volunteers and team on two continents.
- Cooperate with other team members so that all tasks are achieved effectively and efficiently.
- Communicate regularly with supervisor about any questions, issues, or problems that arise.
- Screen all incoming emails and funnel to appropriate staff member.
- Recruitment of volunteers for any US tasks that could be shared, including phone calls, thankful notes, stuffing envelopes.
- Managing and training volunteers.
- Assigning tasks to volunteers, ensuring volunteers complete their assigned tasks in a timely manner, and encouraging/recognizing volunteers.
- Update US missions workers' excel spreadsheet monthly and send to supervisor and worker.

Donor Relations

- Record donations in donor management software.
- Contact donors via email and phone to renew automatic giving.
- Answer SHN Google phone with queries (can be forwarded to your number)
- Alert all cancelled/expired cardholders that their card needs to be updated.
- Thank all donors by category:
 - First time donors: handwritten, immediately after gift, as soon as possible.
 - Yearly donors: handwritten with giving years and long-term benefit to ministry
- Assist with year-end mailing in November/December

Interested candidates should supply their relevant contact information and resume to admin@specialhopenetwork.org. Candidates must be legally allowed to work in

Washington state and live in the Bellevue area. Position open until filled.