

**About CVM**

Christian Veterinary Mission (CVM) is a Christ-centered, non-profit organization whose purpose is to walk alongside Christians in the veterinary community with a desire to bring glory to God using their professional skills, whether serving in their own community or cross-culturally.

Animals are a bridge to relationships. Whether in a clinic in urban America, a veterinary school in Bolivia, the countryside of Mongolia, or serving the Cherokee Nation, relationships are formed over the care of an animal. Trust is built, hearts are opened, and the gospel can be shared. Find out more about us at [cvm.org](http://cvm.org).

**The Position**

The Operations Assistant provides crucial project, process, and administrative support to the Chief Operating Officer and the Ministry Management department for the purpose of maintaining and enhancing the operations of CVM. This role provides support across operational functions including but not limited to human resources, information technology, organizational culture, and more. This position reports to the Chief Operating Officer and interfaces regularly with staff across the entire organization.

The Operations Assistant role requires excellent people skills, strong listening ability, excellent communication skills (interpersonal, verbal, and written), tact, diplomacy, discretion, and tenacity. Other critical skills and perspectives include a high aptitude for learning software, attention to detail, systems thinking, and love for data.

This position is located in the US and may be based in the CVM office in Lynnwood, WA or remotely for applicants residing elsewhere in the US (excluding AK, CA, HI, and NY). Limited travel within the US is anticipated. Visa sponsorship is not available for this position.

**Background Check**

Candidates offered conditional employment must complete a background check. CVM intends to use information from a third-party background check to inform employment decisions.

**Compensation & Benefits**

This is a part-time, non-exempt position for 15-20 hours per week with a starting wage range of \$25 to \$28 per hour, depending on experience. CVM offers limited employee benefits to part-time employees, including 11 holidays (prorated for hours), paid time off, and participation in a 403(b) retirement plan.

**Responsibilities****Human Resources Support**

- Assist with employee benefits enrollment and administration.
- Assist in hiring, onboarding, and termination process workflows and documentation. Provide support to hiring managers in this area as needed.
- Support HR compliance.
- Identify and help with HR process improvements and automations.

### **IT Support**

- Track hardware inventory, lifecycles, warranties, and replacements.
- Promote staff adoption of and compliance with cybersecurity initiatives.
- Assist with emergency responses to cybersecurity incidents.
- Liaise with IT managed service provider as needed and support helpdesk ticket resolution.
- Verify and process vendor invoices for timely approval.
- Identify staff training needs and, depending on ability, help with training.
- Coordinate and implement IT projects.
- Help identify technology, training, and service gaps, along with possible solutions.

### **Thrive Initiative Support**

- Participate in the Thrive Team as requested to add administrative capacity to the team.
- Help identify and curate professional development opportunities/resources for staff.
- Assist in creating, administering, and analyzing surveys.

### **Project and Administrative Support**

- Provide project support to COO and Ministry Management department.
- Assist with staff meeting and event coordination.
- Provide general administrative support to COO (e.g. doing research, drafting documents, reviewing reimbursement forms, creating slide decks, preparing reports & presentations, etc.).
- Develop clear standards, SOPs, and training resources as appropriate.
- Order office supplies as needed.

### **Collaboration & Organizational Support**

- Work closely across all departments and teams as needed, depending on assignment.
- Promote a biblical understanding of Christian missions and participate in the Great Commission through operations support.
- Participate in staff meetings, planning, and devotional activities.
- Affirm and support CVM's Core Organizational Documents (Vision, Mission, Statement of Faith, and Commitment of Christian Conduct) throughout all areas of work.
- Perform other duties as assigned by supervisor.

### **What we want you to bring to this position**

#### **Commitment to Organizational Vision, Mission, Values, and Faith**

- Affirm and support CVM's Vision, Mission, Core Values, Statement of Faith, and Commitment of Christian Conduct as the core beliefs of the organization and not hinder their application.
- A commitment to Christian missions.
- Desire and enthusiasm for serving and encouraging veterinary professionals.

#### **Education & Experience**

- Bachelor's degree from an accredited college or university recognized by the US Department of Education. Related experience may be substituted on a year-by-year basis.
- A minimum of 2 years of experience, knowledge, and demonstrated success in a related field.
- Experience in a faith-based international mission agency, NGO, or other nonprofit organization is helpful but not required.

#### **Professional & Interpersonal Skills**

- High emotional intelligence and cross-cultural understanding.
- Humility and a good sense of humor.
- High attention to detail and a high standard of excellence.
- Excellent interpersonal, written, and verbal communication skills. Tact, diplomacy, and nuance.
- Ability to prioritize and meet deadlines.

- High degree of discretion and ability to maintain strict confidentiality.
- Outgoing, collaborative, and with a strong customer service orientation.
- Self-starter with a proactive, problem-solving mindset.
- Comfortable working with staff at every organizational level, including presenting to leadership.

**Technical Skills**

- Advanced skill level in Microsoft Office 365 applications (Word, Excel, Outlook, PowerPoint, SharePoint, and OneDrive).
- Comfort with utilizing online communication and meeting tools (Microsoft Teams, Zoom).
- High aptitude and willingness for learning new software, apps, systems, and processes.
- Additional skills in ADP, Adobe Pro, Canva, and SiteStacker are helpful, but not required to start.

**Other**

- Ability to maintain primary scheduling availability that overlaps with Pacific Time Zone business hours, with the flexibility to modify schedule as needed to collaborate and communicate with staff across US time zones, which may include occasional evening or weekend work.
- If not in the Lynnwood, WA office, must have the ability to successfully work remotely via consistent and reliable high-speed internet access and within a designated physical workspace free of distractions and hindrances.
- Employee will be required to travel on a limited basis (approximately 2-4 trips per year). It is expected that those weeks will involve increased working hours.

To express interest in applying, please send a cover letter and resume to [hr@cvm.org](mailto:hr@cvm.org). Due to the volume of resumes we typically receive, only those that make it past the initial screening will be contacted. This position will remain open until filled.