

**Position Title:** Operations Assistant

**FLSA Status:** Part time (24 hours/week), Non-Exempt

**Reportable to:** Executive Director

**Travel:** up to 10% (10-12 business days, 1-2 trips a year)

This is primarily a remote position, but the person **must** be located in the Minneapolis, MN, area.

### **Purpose of the Position**

The Operations Assistant is a member of the NWRA staff team, reporting directly to the Executive Director. The person in this position is expected to perform established duties and essential functions with minimal supervision.

The Operations Assistant provides vital administrative, membership, publications, and operational support to NWRA's staff, members, volunteers, and programs. This position plays an important role in ensuring efficient day-to-day operations and a positive experience for NWRA members, donors, volunteers, and symposium attendees. The amount of time allocated to each area noted below will vary depending on the NWRA calendar for events and programs.

Travel is required for at least one trip per year, which involves working an eight-day period at our symposium. NWRA covers all travel-related expenses, including hotel, flight, and meals.

### **Duties and Responsibilities**

#### **Programmatic**

##### ***Education***

- Support symposium registration before and during event (requires annual travel to symposium site); provide general support at the event.
- Respond to phone calls/voicemails from the general public
- Document all inquiries to collect up-to-date data on public-facing communications

##### ***Membership***

- Assist with monitoring the general NWRA inbox and responding to queries from members
- Assist with maintaining the Membership database

##### ***Publications***

- Assist with inquiries regarding publications and merchandise, including eBooks not downloading properly, lost shipments, returned publications, etc.
- Respond to inquiries regarding journal access, publication orders, and publication content; troubleshoot online order issues.
- Manage website content and updates for all publication-related pages
- Manage publications inventory in Efulfillment and Shopify, including setting up new acquisitions, and annual inventory

## **NWRA Operations Assistant position, June 2026**

- Track quarterly and annual sales to ensure adequate quantity for future sales and budgetary needs
- Responsible for monthly Shopify and Efulfillment financial sales reports and quarterly inventory accounting for publications

### **Communications**

- With other NWRA staff, contribute to member communications, donor communications, social media content,

### **Development**

- Maintain donor and donation data in donor database in collaboration with Executive Director and other staff
- With the Executive Director, ensure donations are appropriately acknowledged and donors are properly thanked.
- Assist with tracking grants through their lifecycle

### **General Administration**

- Retrieve and process incoming mail weekly, including preparing deposits and forwarding correspondence to the appropriate staff member.
- Manage content and inventory of offsite storage unit.
- Complete and file annual state solicitations.
- Assist with internal controls by cross-checking certain work done by others as needed and vice versa.

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

An Associate degree or equivalent experience is required. Experience with financial reporting and working in Excel is required. Preferred candidates will have experience in a related animal care field of work, such as wildlife rehabilitation, zoo, or private small or large animal veterinary.

### **In addition, a successful candidate will have the following:**

- Ability, initiative, and motivation to work productively in a home office and communicate clearly and often with remote team members through email, text message, phone, and video calls.
- Experience with Apple products, Google Business Apps, CRM software, event and social applications, and Microsoft Office products.
- Ability to learn and use new technology quickly.
- Commitment to accuracy and detail, particularly regarding financial documents.
- Great organizational and follow-through skills.
- Excellent written and oral communication skills.
- High standards of ethical behavior.
- Demonstrates professionalism, flexibility, and a collaborative approach to problem solving.

### **NWRA Employee Expectations**

- Attend departmental meetings and other meetings as scheduled
- Treat NWRA property with respect and care
- Participate in NWRA annual Symposium and other events as needed

## **NWRA Operations Assistant position, June 2026**

- Prepare board reports and participate in board meetings as requested
- Exhibit a positive attitude and commitment to NWRA's mission
- Possess excellent interpersonal skills with the ability to interact with staff, volunteers, students, board members, and the general public
- Represent NWRA professionally to the rehabilitation community, government agencies, and external partners
- Adhere to all work rules, procedures and policies established by NWRA. This includes, but is not limited to, those contained in the Employee Manual
- Appreciate the value that volunteers bring to NWRA and help ensure a positive experience for them while working with NWRA

### **Benefits**

Benefits include paid holidays (pro-rated at 60%) and a flexible working schedule.

### **Equal Employment Opportunity**

NWRA is an equal opportunity employer. NWRA employment decisions are made based on merit and business needs. NWRA is committed to recruiting, hiring, training, and promoting qualified people of all backgrounds, regardless of actual or perceived race, color, religion, sex (including pregnancy and gender identity), national origin, political affiliation, sexual orientation, marital status, disability, genetic information, age, membership in an employee organization, parental status, military service, or other non-merit factor. We celebrate diversity and are committed to creating an inclusive environment for all employees. People of Color and Members of the LGBTQ+ community are strongly encouraged to apply. All NWRA positions receive written performance evaluations after the first 90 days and annually thereafter.

### **Remote-First Work Environment**

This is a fully remote-working position with required in-person travel 1-2 times per year. The successful applicant will have the ability, motivation, and initiative to work from home for 24 hours/week.

### **Application Process**

Please submit a cover letter and resume stating your qualifications and why you are interested in this position. Submit the application materials via e-mail to: [director@nrawildlife.org](mailto:director@nrawildlife.org).