



Operations Senior Associate

Qualifications for employment with Watermark CDC include having made a life commitment to Jesus Christ, agreement in writing with the Beliefs and Governance statements of Watermark Community Church, and having a work history and a lifestyle that are consistent with biblical principles. Must be an existing member of Watermark Community Church or willing to become one.

JOB TITLE: Operations Senior Associate

FLSA STATUS: Exempt

ORGANIZATION: Watermark CDC

REPORTS TO: Operations Coordinator

POSITION SUMMARY: The Operations Senior Associate supports the organization's day-to-day operations by managing key systems, coordinating administrative processes, assisting with HR functions, supporting volunteers, and handling finance-related tasks. This role ensures internal processes run smoothly across technology platforms, office operations, and employee support functions.

SPIRITUAL GIFTS:

- Administration
- Service
- Wisdom
- Discernment

ESSENTIAL SKILLS & EXPERIENCE:

- Bachelor's Degree preferred (Business, Accounting, Finance, Engineering, or related/equivalent field)
- Three to five years of experience in organizational operation is preferred
- Intermediate understanding of managerial accounting
- Strong experience in data management along with volunteer coordination and deployment
- Excellent organizational skills in an entrepreneurial work environment
- Strong verbal and written communication skills
- Excels in the ability to meet staggered project deadlines and deliverables
- Communicating and coordinating with 3rd party vendors when needed or required
- Proficiency with Microsoft Office, Salesforce, web platforms, and Asana

POSITION RESPONSIBILITIES:

- Collaborating with Operations Coordinator to implement and support functions of operations, technology, data, finance, and human resources.
- 1. Technology and Systems Support – 35%
 - Manage, maintain, and train on operational systems and tools, including Salesforce, Asana, Formstack, SharePoint, and functional website updates.
 - Support workflow organization, data accuracy, and cross-team coordination across internal platforms.
 - Assist with system improvements, documentation, and process follow-through to keep operations efficient and accessible.
- 2. Financial and Expense Administration – 25%
 - Handle deposits, including remote deposit processes as needed.
 - Serve as expense tracking software co-administrator and assist with expense tracking and related approvals.
 - Support accurate financial recordkeeping and help ensure timely processing of routine transactions.
- 3. Volunteer Deployment – 15%
 - Support volunteer recruitment efforts from start to finish.
 - Manage volunteer intake forms and help organize applicant information.
 - Collaborate with internal staff to ensure volunteer processes are organized, timely and consistent.
- 4. Office Administration – 15%
 - Order office supplies and maintain inventory.
 - Liaise with various vendors and troubleshoot routine service needs.
 - Restock snacks and support general office readiness and organization.
- 5. Human Resources Support – 10%

- Track and recognize employee anniversaries.
- Approve PTO in Insperty and help maintain accurate employee records.
- Provide administrative support for routine HR processes as needed.

MARKERS OF AN IDEAL CANDIDATE:

- Has a deep love for Jesus and the local church
- Passion for supporting Kingdom work through economic development in our city
- High attention to detail while being an autonomous self-starter, yet also a team-player
- High capacity, gritty leader who is warm, hospitable, and joyful in demeanor
- Flexible and adaptable in an entrepreneurial work environment
- Humble, courageous, and open to direct feedback