Heartbeat International

Job Description

TITLE: Mission Advancement Operations Assistant; Nonexempt, 30 – 40 hours per week
REMOTE WORK STATUS: Position based in Columbus office
DEPARTMENT(S): Mission Advancement
REPORTS TO: Development Director

SUMMARY

The Mission Advancement Operations Assistant provides essential administrative and operational support to Heartbeat International's Mission Advancement hybrid team. This role is responsible for coordinating direct mail projects, managing invoices and expenses, maintaining accurate records, and supporting the team's daily operations. All job responsibilities are executed in support of Heartbeat International's pro-life mission and vision and its Christian core beliefs and core operational values.

PRIMARY RESPONSIBILITIES

1. Invoice & Expense Management

   - Manage departmental invoices from receipt through approval, submission, and payment tracking, ensuring accuracy and timely processing.
   - Coordinate with vendors, team members, and Accounting to resolve discrepancies, maintain expense allocations, and support month-end reporting.
   - Reconcile assigned credit-card expenses, maintain supporting documentation, and assist with budget tracking.

2. Direct Mail & Production Coordination

   - Coordinate direct mail projects, including production timelines, mailing calendars, specification sheets, segment information, and communication with printers and mail houses.
   - Proofread mailing materials, review printer proofs, and ensure projects move forward accurately and on schedule.
   - Maintain accurate mailing records, including uploading documentation and costs in Virtuous CRM to support donor appeal reporting and analysis.
   - Complete Square Inch Analysis, related documentation, and necessary CRM updates.

3. Mail & Data Management

   - Coordinate incoming and outgoing mail, including managing returned mail, researching address updates, and maintaining accurate donor records.
   - Maintain mailing suppression lists, coordinate NCOA updates, and assist with database cleanup and list management.
   - Run and distribute recurring reports according to established schedules, ensuring data is accurate and available when needed.

4. Administrative & Operational Support

   - Serve on the Heartbeat International Phone Team, directing phone calls to the appropriate parties.
   - Maintain organized department files and shared-drive folders, ensuring documents, templates, and records are accessible and current.
   - Maintain departmental calendars, project trackers, meeting notes, and recurring administrative processes.
   - Assist with departmental presentations, including monthly Team/All-Staff updates and occasional Board materials.
   - Monitor and coordinate office supplies, stationery, mailing inventory, and purchasing needs.

5. Donor, Volunteer & Team Support

   - Provide courteous assistance to donors through phone calls, correspondence, and routine administrative requests.
   - Coordinate shipments of supplies to remote team members monthly or on an as-needed basis.
   - Coordinate appropriate administrative projects with volunteers, providing clear instructions and ensuring work is completed accurately.
   - Reconcile Credit Card Statements for the Vice President on a monthly basis.
   - Provide general administrative support to Mission Advancement leadership and team members as needed.

SUPERVISION (Received/Exercised)

Work performed independently with supervision available. Plan, prepare, and organize work to meet deadlines and project needs. Expected to make routine decisions requiring analysis and interpretation regarding task completion that does not significantly impact other areas with limited guidance from supervisor.

May oversee work of and assign work of interns and/or volunteers, as well as collaborate with peers to ensure assignments are completed.

REQUIREMENTS

1. Previous experience in administration, operations, nonprofit fundraising, or project coordination is preferred. Experience working within a life-affirming organization is also desirable.
2. Job-related college degree or combination of job-related experience and education.
3. Strong proficiency in Microsoft Excel and Word. Working knowledge of Canva is desirable.
4. Strong written and verbal communication skills, including clear, timely, and proactive communication within a hybrid team.
5. Experience with Slack or other digital collaboration tools is desirable, along with accurate, efficient keyboard skills.
6. Experience working with databases or CRM systems; Virtuous experience is a plus.

7. Experience with invoice processing, expense tracking, accounts payable, or similar financial administrative responsibilities strongly preferred.

8. Strong organizational, proofreading, and problem-solving skills with exceptional attention to detail.

9. Comfortable using AI tools and eager to learn new technologies, software, and more efficient workflows.

10. Ability to manage multiple projects, meet deadlines, and follow through independently.

11. Ability to maintain confidentiality and work collaboratively with staff, volunteers, donors, and vendors.

12. A willingness and desire to work as a team to serve affiliates and other HB constituencies, including other staff and donors. A servant's heart with the ability to understand how all support tasks impact Heartbeat International's ministry of supporting life.

13. Ability and willingness to demonstrate commitment to and promote Heartbeat International mission, vision, core operational values, and core beliefs in the execution of position responsibilities.

14. A willingness to share the gospel of Jesus Christ by word and example to encourage affiliates, staff, donors and others and to contribute to an office environment conducive to supporting HB's Christian ministry of life.