



**Mission:** Avalon Healing Center provides those affected by sexual assault with immediate and ongoing comprehensive services, at no cost, that encourage survivor healing and empowerment, promote public awareness and leads social change. For more information see [www.avalonhealing.org](http://www.avalonhealing.org)

## **Job Description**

**Job Title:** Operations Specialist  
**Reports to:** Executive Director  
**Type:** Full-time, Salary Exempt  
**Salary Range:** \$52,000-\$60,000

### **Position Summary:**

The Operations Specialist is a key support role at Avalon Healing Center, providing administrative, operational, and development coordination to support the organization's day-to-day functioning. This position supports office operations and fundraising activities through coordination, organization, and execution of established processes. Working closely with leadership and staff, the Specialist is responsible for managing assigned operational processes and exercising independent judgment in prioritizing tasks, resolving routine operational challenges, and supporting organizational effectiveness. This role is ideal for a highly organized, detail-oriented individual who thrives in a mission-driven, trauma-informed environment and enjoys balancing administrative responsibilities with coordination of tasks, timelines, and processes.

### **Key Responsibilities**

#### **Administrative & Executive Support**

- Provide front desk and phone coverage as needed, greeting visitors and responding to inquiries in a professional, trauma-informed manner
- Perform general administrative duties, including filing, scanning, document organization, and records management
- Support the Executive Director with scheduling, meeting coordination, and preparation of materials
- Provide administrative support across departments as needed
- Exercise discretion in managing scheduling priorities, meeting logistics, and administrative workflows

#### **Office & Operations**

- Maintain a clean, organized, and functional office environment, including shared spaces and meeting rooms
- Monitor inventory and assist with purchasing of office and facility supplies
- Coordinate with vendors and exercise discretion in resolving routine issues, service needs, and scheduling adjustments

- Support operational and finance functions, including data entry, documentation, and maintaining organized records for audits and reporting
- Identify operational or facility needs and determine appropriate solutions or recommendations, escalating more complex issues as needed
- Manage and improve assigned operational processes and workflows to support efficiency, safety, and overall workplace effectiveness

#### **CRM & Data Management**

- Maintain the donor CRM, including updating records, tracking donations, pledges, sponsorships, and donor interactions
- Assist with setting up tracking for campaigns and events within the CRM
- Run reports on donor activity, campaign performance, and fundraising progress
- Perform regular data audits to ensure accuracy and integrity, and analyze CRM and fundraising data to identify trends, gaps, and opportunities, providing recommendations to support decision-making

#### **Fundraising & Donor Engagement**

- Assist with the execution of fundraising campaigns and initiatives, including tracking timelines and progress toward goals
- Prepare and send timely donor acknowledgements, including letters, emails, and tax receipts
- Prepare materials and assist in coordinating donor meetings, site visits, and tours
- Conduct basic prospect research to support donor and sponsor outreach efforts
- Support maintenance of grant calendars and assist with preparation of application and reporting materials
- Assist in preparing campaign materials and maintaining organized communication assets
- Identify opportunities to improve donor engagement and stewardship processes and communicate recommendations to leadership

#### **Event Support**

- Support planning and execution of fundraising and client-centered events, coordinating logistics, timelines, and vendors while exercising judgment to resolve day-of operational issues
- Exercise judgment in coordinating event logistics and resolving day-of operational issues
- Assist with sponsorship coordination and ensuring fulfillment of sponsor benefits
- Coordinate event volunteers, including scheduling, role assignment, and day-of support
- Assist with post-event follow-up, reporting, and evaluation
- Assist with event promotions and fundraising communications



**Requested Qualifications:**

**Qualification:**

- Bachelor's degree or experience in nonprofit management, communications, business or related field
- 1–3 years of experience in administrative, operations, or office support roles
- Experience supporting fundraising, events, or nonprofit programs preferred

**Core Competencies:**

- Strong organizational and coordination skills, with the ability to manage multiple priorities and deadlines
- Excellent written and verbal communication skills
- Attention to detail and ability to maintain accurate records and systems
- Ability to work collaboratively across teams and follow established processes and systems
- Exercises independent judgment and discretion in prioritizing work, managing assigned responsibilities, and resolving operational issues
- Experience with CRM systems, spreadsheets, and digital tools
- Experience coordinating and supporting events or projects
- Ability to obtain and maintain required training in sexual violence, confidentiality, and trauma-informed care (including Creating PRESENCE)

**Work Environment & Expectations:**

40 hours per week; some evenings and weekends required for events and training, with flexible scheduling to accommodate work outside standard business hours.

**Equal Employment Opportunity Policy:**

Avalon provides equal employment opportunities to all applicants and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.

**To apply**, please send your resume and cover letter to Vicky Bashkatova, Finance Director, at [vbashkatova@avalonhealing.org](mailto:vbashkatova@avalonhealing.org) by May 15, 2026.