

Operations Manager

Job Description

Cova is a social enterprise building a healthier Central America through community-centered safe water solutions. Through Cova's proven Circuit Rider model, our team provides post-construction support to rural communities to deliver long-term sustainable improvement to water systems across El Salvador, Honduras, and Nicaragua. Cova's model currently provides safe drinking water solutions to 1.4 million people across 2,300 rural communities.

As we enter an exciting phase of growth, we are expanding our model across Central America. Cova is also strengthening collaborations with rural community water boards, local ministries of health, and various public, private, and civil sector partners to further our mission and implement innovative and sustainable funding opportunities.

We are seeking an eager, bilingual (English/Spanish), motivated, highly organized, detailed oriented, and passionate individual who thrives in supporting the leadership team ensuring smooth day-to-day operations. The ideal candidate for this role is a highly organized, proactive individual with excellent communication skills and a passion for social impact. They thrive in dynamic environments, are tech-savvy, and can manage multiple tasks while maintaining a high level of accuracy and attention to detail. This candidate brings strong interpersonal skills, working well with staff, donors, and external partners. Most importantly, they are committed to the organization's mission and eager to contribute to its success through effective administrative support. committed to improving access to safe drinking water across Central America. For more information on Cova: CovaAgua.org

Key Responsibilities

Executive & Program Support

- Manage the CEO's calendar, including scheduling meetings, appointments, and travel.
- Support the legal documentation for the organization's national operations. This includes helping with the preparation and submission of necessary nonprofit legal documents, such as annual reports, tax filings, and compliance reports.
- Maintain accurate records of legal documents and ensure timely submissions.
- Assist with the preparation of necessary documentation for audits and reviews.
- Support the review and update of organizational policies and procedures to comply with legal and regulatory standards.
- Prepare and translate materials, coordinate logistics for board meetings and retreats, including agendas, presentations, minutes, and the preparation and distribution of Board reports.
- Coordinate and manage special projects as assigned by the CEO.

Business Development Support

- Assist in researching potential grant opportunities and funding sources.
- Help prepare necessary grant supporting documentation.
- Maintain a calendar of grant submission deadlines.
- Track grant reporting deadlines and assist with report preparation.
- Manage and update contact lists, donor databases, and other administrative systems.
- Assist in donor recognition.
- Enter donations and donor information into the CRM system.
- Track and manage donor correspondence, including thank-you letters, and follow-up communications.
- Prepare donor profiles and background information for development staff.

- Assist in coordinating the annual Spring fundraising campaign, including campaign planning, communication, donation tracking, and sending thank-you letters.
- Support the development and distribution of end-of-year solicitation materials, including letters and emails.
- Help organize virtual and in-person fundraising events, such as the Fall Zoom fundraiser, coordinating logistics, invitations, and event support.
- Generate reports and analyze donor and fundraising data as needed.
- Coordinate logistics for in-country impact trips, including travel arrangements, accommodations, and itineraries.

Qualifications

Education and Experience:

- Bachelor's degree in Business Administration, Communications, or a related field.
- Proven experience as an Executive Assistant or in a similar role, preferably within a non-profit or social enterprise environment.
- Exceptional organizational and time-management skills.
- Strong written and verbal communication skills.
- Proficiency in Microsoft Office Suite and other relevant software.
- Ability to handle sensitive information with discretion and confidentiality.
- Proactive, resourceful, and able to work independently with minimal supervision.
- Strong interpersonal skills and the ability to build relationships with stakeholders at all levels.
- Passion for social impact and alignment with the mission and values of the organization.

Languages:

- Fluent written and spoken English, required
- Excellent written and spoken Spanish

Desired Skill and Abilities:

- Passionate about the organization's mission and values, with a commitment to supporting its goals.
- Proficiency in Microsoft Office Suite (Word, Excel, PowerPoint) and familiarity with CRM/donor management systems.
- Strong organizational and time management skills.
- Excellent written and verbal communication skills.
- Ability to work independently and collaboratively within a team.
- Positive attitude and strong interpersonal skills
- Attention to detail and strong problem-solving abilities.

Location

The position is based remotely in the Twin Cities metro area, with the specific work hours and location to be agreed upon during the hiring process.

To Apply:

To apply, please email your resume and a cover letter explaining your relevant experience and why you would like to join the Cova team to Lisa@CovaAgua.org with Operations Coordinator in the subject line. Applications will be reviewed as soon as they are received with the anticipated start date October 2024. This is a part-time hourly position initially 10-20 hours per week with an opportunity to grow with the organization. \$20-\$26 per hour.