



Operations Director

Spokane Community Against Racism

Spokane Community Against Racism (SCAR) was founded in 2017 as a community-accountable, Black-led organization seeking to identify and address systemic racism. Through education, advocacy, research, and community engagement, SCAR challenges the systems that perpetuate harms disproportionately impacting communities of color in the Spokane community. Our work is guided by the community and led by a cohesive, supportive, and diverse Steering Committee.

We recognize our shared humanity and commit to nurturing equity, liberation, and restorative justice in every space we occupy. SCAR currently operates as an LLC and has applied for 501(c)(4) nonprofit status. You can learn more about our work on our [website](#).

Position Overview

The Operations Director will serve a critical internal role building organizational capacity to serve our dynamic mission. This is a new position reporting to the Executive Director and working closely with the Steering Committee and Program Director to ensure effective project and event management, internal communication, and management of the member database/CRM and various technology platforms. The Operations Director will ensure the “trains run on time” and that the organization has the necessary systems, structures, and capacity to be the nimble and accountable community-led organization focused on racial equity that Spokane needs. The Operations Director will build strong relationships with volunteers, staff, and key partners and be a detail-oriented and collaborative leader who understands that operations serves the bigger mission. The willingness, comfort, and flexibility to build systems and processes from the ground up in a values-focused and non-hierarchical environment is essential.

Organizational Operations

- Assesses, develops, and implements operational systems to optimize our capacity and ensure alignment with organizational values and principles of [restorative justice](#).
- Provides administrative support to the Steering Committee such as setting weekly agendas, work plans, and internal communications to ensure the Steering Committee can operate at a more strategic, community-focused level.
- Maintains cloud-based file management systems and database/CRM to ensure smooth internal records management.
- Coordinates the organization-wide calendar for events, community engagement, operations, and planning purposes.
- Ensures local, state, and federal compliance of LLC and 501(c)(4) status including annual reporting to state and federal entities, employment-related compliance, safety, and other requirements in coordination with the bookkeeper, CPA, and legal counsel.
- Supports program and policy initiatives with logistics, project management, and coordination.
- Manages procurement of supplies and maintains equipment inventory.
- Supports the communications manager in executing the communications plan including serving as back-up administrator of the website and social media platforms.

People & Culture

- Coordinates internal communication and cohesion between staff (full and part-time) to ensure connection to the organization and mission as well as coordination of projects and initiatives. This may include facilitating internal staff and project planning meetings at regular intervals as well as attention to building culture and connection in less formal ways. Serves as a sounding board to fellow staff members in supporting initiatives across the organization.
- Develops and implements equitable and inclusive personnel and employment policies and procedures, including the Employee Handbook, and coordinates employee education on these topics.
- Supports employee recruitment, onboarding, and offboarding.
- Coordinates annual process of employee feedback and staff development planning.
- Administers the organization's health plan and any future benefits.
- Supports volunteer and member-led initiatives with project management support.

Finance & Fundraising

- Works closely with the external bookkeeper to ensure timely and up-to-date financial reporting to the Steering Committee.
- Develops an annual budget process with the Steering Committee.
- Maintains internal systems to report expenses and internal controls. Coordinates purchasing, accounts payable and receivable, and payroll with bookkeeper and payroll contractor as appropriate.
- Develops and submits regular reporting to funders as delineated by grant requirements. Supports the development of grant proposals and researches new funding opportunities.

Qualifications, Competencies, and Experience

- Demonstrated dedication to anti-racism and enthusiasm for long-term movement-building for collective power. Lived experience addressing issues of racism and systemic injustice. Proven ability to apply an intersectional racial equity lens in all aspects of work.
- Exceptional project management skills and ability to keep the trains running on time in a highly collaborative, volunteer-driven environment. Independent, self-motivated individual who is comfortable in collaborative virtual and hybrid work settings.
- Systems-oriented thinker who enjoys bringing order and organization to groups and organizations. Teaching and learning orientation that brings people along and supports mutual growth.
- Basic knowledge of finance, accounting, and HR best practices and willingness to expand knowledge in required areas as the organization grows.
- Ability to set clear priorities amidst competing deadlines and across multiple events or initiatives.
- Strong written and verbal communication skills that bring clarity and direction to teamwork, and the ability to build respectful relationships across diverse communities.
- Adaptability: Thrives on variety and change, able to maintain steadiness under pressure, and adapt plans quickly while keeping long-term goals in focus. Comfort working in a flatter, non-hierarchical environment where collective decision-making is the norm.
- Commitment to working with a diversity of people, communities, and organizations. Exceptional ability to motivate and inspire people to do good work through positive team building and mutual trust.
- Sense of humor and positive outlook required for working in a mission-driven organization.
- Flexibility: Willingness and ability to work some evenings and weekends, as necessary.

Core Skills

- Experience managing GoogleSuite, Zoom, and other cloud-based workspace tools; comfort updating and managing CRM systems.
- Ability to manage online, cost-effective project management tools to streamline workflow and build shared accountability, transparency, and efficiency.

Working at SCAR

SCAR's work culture is open and based on trusting, respectful, authentic relationships. We honor and respect each other's lived experience, not just professional experience. We care about the community and world, our organization, members, and mission; we care about the work, the issues, and impacted people.

Studies have shown that women and people of color are less likely to apply for jobs unless they meet every single qualification. If you are excited about this role but your experience does not align perfectly with every qualification in the job description, we encourage you to apply anyway. You may just be the needed person for this or other roles. SCAR is committed to creating conditions where all candidates are able to fully express their talents and potential and invite you to let us know if there is any accommodation that we can provide to support you in your pursuit of this role.

SCAR is an Equal Employment Opportunity employer. We respect and seek to empower each individual and lift up the diverse cultures, perspectives, skills, and experiences within our organization.

Compensation

This is a full-time, exempt position with a salary range of \$70,000 to \$80,000. The position is based in Spokane and requires some evening and weekend hours for community events. SCAR offers a flexible and generous PTO package and is implementing a health plan. Benefits details will be shared with interested candidates.

To apply:

Please submit a resume and cover letter through the [application portal](#).

[Carolyn Ho](#) is assisting SCAR with this search. Inquiries and nominations can be sent to info@carolynhoconsulting.com