



northwest
youth services

job description: program operations specialist (full-time)

organization information

Position Title: Program Operations Specialist

Location: Whatcom County

Reports to: Associate Director of Culture & Employee Relations

Hours: 40 hours per week, non-exempt position

Starting Wage Range: \$21.27 - \$23.71 per hour; wage dependent on relevant qualifications, education, and experience

Women, people of color, transgender individuals and members of other underrepresented populations are strongly encouraged to apply.

Mission: At Northwest Youth Services, we affirm youth experience and autonomy, as we work together to foster collective healing and justice, in order to dismantle the systems of oppression that perpetuate youth homelessness.

Core Values:

Community – We promote interdependence and recognize that everybody needs a community to thrive. We know that we are stronger together.

Justice & Liberation - We believe that it is critical to acknowledge, name, and actively work to dismantle the historic systems and societal structures that fuel crisis and poverty.

Humanity - We work with respect and compassion for each other and believe that everyone deserves to belong: to be safe, heard, and valued.

Accountability – We believe that no one is done learning; as a community we hold each other to a high standard, and work to educate, grow and heal together.

Vision: Guided by our core values and commitment to becoming an Anti-Racist organization, Northwest Youth Services envisions a community in which all young people are seen as catalysts in creating a just and liberated society that supports each of our unique journeys through life.

job mission

This position contributes to NWYS's success by supporting Program Operations through maintaining personnel files and ensuring documentation is kept up to date and managing and maintaining and processing payroll for employees, as well as assisting in maintaining employee and salary databases.

core competencies

To perform job successfully, the individual should demonstrate the following competencies:



Change Agility: Able to embrace needed change; able to implement feedback; effective in the face of ambiguity.

Integrity: Must be honest and take responsibility for actions.

Positive Impact: Have a passion for Northwest Youth Services' mission and vision; displays a positive attitude.

Learning Agility: Seeks to improve knowledge, skills, and abilities in related service areas.

Creativity: Resourceful in finding ways to improve and advocate for change when necessary.

Active Listening: Ability to effectively work independently and in partnership with team members; ability to communicate effectively with others.

Informal Communication: Articulate ideas clearly and organize ideas effectively.

Self-Objectivity: Know personal strengths and limitations; open to and seeks feedback for self-improvement.

Organizational Knowledge: Understands operational procedures; demonstrates an in-depth understanding of what the organization does.

Initiative: Proactive; takes action without being prompted.

Team Player: Effectively partner with people across the organization.

High Standards: Demand quality and continuous improvement.

Composure: Show patience; respond calmly to stressful circumstances.

Sensitivity: Communicates empathy and respect of individuals; ability to be appreciative of diversity.

key responsibilities

Culture & Employee Relations:

- Assist in the recruiting and hiring process;
- Supply necessary documentation for hiring, benefits, separations, etc.;
- Conduct background checks;
- Assist with new hire orientation and completion of onboarding activities;
- Update ADP/Payroll information for hiring, separations, promotions, transfers, wage and benefit information;
- Responsible for personnel files, ensuring employee records are current, providing reminders to employees regarding certifications, trainings, and other necessary documentation;
- Maintain the highest level of confidentiality with employee information and files;
- Ensure job descriptions, hiring documentation, termination paperwork, employee evaluations, etc. are kept up to date;
- Maintain physical, digital, and electronic records in compliance with human resource standards;
- Study the latest Human Resource trends and best practices and share knowledge with team;
- Follows Agency policies and procedures, RCW's, WAC's, and other applicable external regulations;
- Represent the Agency in a positive and professional manner;
- Provide assistance with COBRA, Disability, Workers Compensation, Unemployment, FMLA, and Washington State Paid Family Medical Leave program (WPFML)

Finance:

- Carry out fiscal operations according to generally accepted accounting procedures and audit requirements;
- Responsible for duties related to computerized general ledger system, use of payroll software system and maintaining all payroll operations according to company policies and procedures



- Process and maintain payroll information by entering, calculating, and verifying data with the use of organization payroll and accounting software
- Maintain and update payroll records by entering any changes to employee information or benefits such as job title or salary changes, FTE changes, and deductions
- In partnership with the finance team, maintain and update budgeted FTE allocations for each staff and communicate with service teams to ensure timecard hours are recorded correctly
- Answering any employee payroll queries
- Checking timecards for accuracy and completeness
- Research any payroll discrepancies and work with finance and service teams to resolve issues prior to payroll processing.
- Entering processed data into spreadsheets and accounting software
- Handling paper checks for distribution
- Processing manual paychecks for distribution as needed
- Processing wage garnishments
- Processing and issuing W-2 forms to employees
- Prepare reports that include summaries of earnings, tax deductions, paid and unpaid leave, employer taxes, retirement, and other employee payroll benefits according to audit recordkeeping requirements
- Attends Finance Team meetings and participates in pillar and budget planning
- Assist in providing accurate and timely reports as required
- Maintain and update the Fiscal Procedures Manual as necessary
- Keep supervisor informed of issues and concerns related to program, staff, and youth
- Pursue training and skills pertinent to the position
- Other duties as assigned.

The physical demands described here are representative of those that must be met by an employee to successfully perform essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, and depth perception. While performing these job duties, the employee is regularly required to listen to others and provide verbal feedback. The employee is required to frequently sit for extended periods of time, stand, walk, climb, or balance.

qualifications

Minimum Qualifications:

- High school diploma or GED
- Minimum of three years' experience with human resources, finance, accounting, payroll, or benefit support;
- Demonstrated experience, including use and knowledge of payroll systems such as ADP or other electronic payroll system;
- Knowledge of Office software products, Adobe, and other related business and communication tools;
- Detail oriented with strong organizational and mathematical skills;
- Ability to maintain confidentiality regarding personnel and financial matters;
- Must be 21 years of age or older;



- Requires proof of full COVID-19 vaccination (may consider accommodation for medical or religious reasons); and
- Requires background checks.

Required within first 30 days of employment:

- CPR/First Aid/Bloodborne pathogens certifications required;
- Must have a negative TB test; and
- Full understanding of the CPS reporting requirements.

Preferred Qualifications:

- Experience managing payroll for a company with 20+ employees;
- Secondary education in business, human resources, finance or related field;
- Knowledge of local and state tax laws;
- HR or Accounting certification;
- Five years' experience in a non-profit
- Excellent written skills

Northwest Youth Services is an Equal Opportunity employer. Employment is based upon individual qualifications without regard to race, color, sex, religion, national origin, citizenship, age, marital status, veteran status, disabilities, political ideology, sexual orientation, or any other legally protected status. Alumni of foster care and those who have experienced youth homelessness are encouraged to apply.