

WEST BUSINESS OPERATIONS SPECIALIST

Are you passionate about women in STEM (Science, Technology, Engineering and Mathematics) and community building? Women in the Enterprise of Science and Technology (WEST) is a non-profit Boston-based organization establishing a learning community to provide women with inspiration, knowledge, and connections to advance their careers in the STEM fields. And we are growing! WEST started in 2000 and has a long-standing reputation for providing superior programming and positively impacting women's careers and networks.

Currently, we are seeking to expand our team to include a Business Operations Specialist. Bring your marketing, web-analytics, and social media skills to the next level. Help WEST reach a broader community and bring efficiencies to the organization. Join us to increase your networking opportunities and make an impact.

The Business Operations Specialist role will focus on marketing and administrative tasks. The qualified candidate will be responsible for providing support to the marketing and programmatic activities of WEST across multiple platforms (newsletter, blog, event flyers, calendar, social media, etc.). This position reports to the Senior Director of Operations and will require attendance at occasional virtual events.

Engagement: Minimum 25 hrs/wk, additional hours available

Compensation: Hourly, \$20-25 per hour

Location: Remote

What we offer

- A team that is caring, supportive, creative and fun. We have knitters, marathon runners, bakers, artists, parents (of humans, and cats, dogs, and plants), international travelers, and more.
- While we currently work in a remote model we still find ways to stay connected, and build relationships, participating in networking events, sharing stories, and other virtual events.
- We have a team with diverse backgrounds and unique experiences that enables us to continuously learn from one another and enhance our work.
- You will have the opportunity to work with a team that is creative, eccentric, empathetic, caring and always focused on creating high-quality experiences that support women in their pursuit of STEM careers.
- We enthusiastically collaborate with our employees to make sure they have the reasonable accommodations they need to thrive in their job.

We are looking for someone who is:

- Excited about exploring and evaluating new ways of doing things, and providing support and guidance to women in STEM.
- Committed to delivering caring, quality experiences.

- Comfortable with ambiguity, growth mindset, and ability to work both autonomously, and in collaboration, to deliver on precise deadlines.
- Experienced in developing marketing content and has the skills needed to work with a diverse community.
- Knowledgeable in processes needed for working in a remote environment.
- Passionate about learning and remaining on the cutting edge of current thinking in marketing and community building.

Primary responsibilities:

- Website management
 - Create event webpages and registration forms
 - Keep website details current and accessible
- Content development and event promotion
 - Create program promotional materials, blog posts, event flyers, and website content
 - Compile or develop content for the WEST newsletter
- Analyze and record event, membership, and marketing stats
- Assist with membership outreach and student outreach at colleges and universities
- Be part of continuity planning
- Manage mailing lists, calendar invitations, and be responsible for supporting communications to WEST groups and volunteers (emails, newsletters, etc.)
- Create and manage social media and blog posts
- Be the point of contact for WEST, responsible for ensuring prompt and efficient follow through on queries and requests
- Build and maintain positive working relationships with the WEST stakeholders
- Foster an environment that embraces diversity, integrity, trust, and respect
- Be an integral team player, which involves flexibility, cooperation, and communication

Additional responsibilities may include:

- Support Board members in fundraising activities or facilitated networking events
- Manage the backend support at meetings and events on Zoom including breakout rooms
- Develop surveys, analyze and report out results
- Support and guide large ongoing programs, such as the mentoring program
- Event planning support, such as scheduling and meeting with a planning committee and reaching out to potential speakers
- Perform and handle a variety of executive administrative details such as managing and maintaining various calendars; arranging and scheduling a variety of meetings and appointments; taking minutes as assigned and providing detailed meeting notes
- Provide administrative support including scheduling multiple-attendee meetings and conference calls
- Compose correspondence and communications both internally and with third parties
- Collaborate with senior level executives and coordinators in different committees

- Assist in the set up and planning for committee meetings and events
- Coordinate and ensure smooth office operations; maintain schedules and calendars; prepare presentations; develop and recommend office procedures and systems; may assist with contracts and social media accounts as assigned

Qualifications:

- Three years work experience in operations, non-profits, community building, and/or administrative support role
- Experience in project management, including managing multiple, simultaneous projects
- Proficiency in Microsoft Office or similar software products
- Strong oral and written communication skills

Expectations:

- 80% of work hours need to be completed during the hours of 10am-7pm ET
- Dependability, responsibility, consistency, responsiveness

Benefits:

- Professional development and networking via WEST events
- Training and support using software such as HubSpot, Zoom, Personify, and Canva

Interested? Email your resume to [hiring@westorg.org](mailto: hiring@westorg.org).