

Position Description

Marketing & Business Operations Associate

[ResultsLab](#) is a Colorado-based strategic consulting firm providing program design, performance measurement, evaluation, and evidence building consulting services to nonprofits, public agencies, and philanthropy.

We are seeking an Operations specialist to support the CEO with operations and finance needs for a growing social good organization including such areas as operations systems, finance, HR, IT, marketing and contracts. Responsibilities will include leading development and maintenance of operational and financial systems and processes.

ResultsLab cultivates a flexible and innovative work environment finding new solutions for impact in the social sector and focusing on excellence for those we serve. We care about your professional development. This is an entry-level position with an opportunity to grow into a Consultant role if interested.

To be considered for this position, send resume and short cover letter outlining why you're interested in this role to info@resultslab.org. You will NOT be considered unless you send this email even if you submit through resume site. The salary target for this role is \$35-40,000.

Potential Job Responsibilities:

Operations:

- Reporting to CEO, support multiple Operations tasks such as developing and executing standard operating procedures and templates for contracting, operations and finance
- Support the creation of client proposals, scopes of work and associated budgets in collaboration with Impact Services
- Coordinate and manage HR systems including payroll, retirement, benefits and human resources records
- Using QuickBooks Online, Manage bookkeeping, financial reports, track, record, and manage accounts payable/accounts receivable

Marketing and Business Development:

- Support CEO in prospecting activities including creating and managing marketing and business development calendar.
- Help create and post thought leadership content showcasing ResultsLab areas of expertise.
- Develop website and digital campaigns to current and prospective customers.
- Identify and attend events to generate relationships and new business.
- Maintain website (in wordpress) and/or vendor to update and maintain content as needed.

Customer Support:

- Support consultants with client scheduling, reporting and meeting preparation
- Manage operational aspect of the client engagement process including finalizing contracts, managing invoicing, administering client feedback surveys

Executive Administration:

- Manage scheduling for CEO

- Manage travel arrangements for team
- Manage expense reporting process and payments
- Leverage existing template to update and monitor financial metrics to review with senior team

Preferred Qualifications:

- Experience with business operations, sales and / or high-quality customer service
- Highly organized and efficient with a track record of follow-through
- Flexibility to jump in where needed in a growing social good organization, lending a hand where needed
- Excellent time management skills and exceptional attention to detail
- Demonstrate flexibility, exercise good judgment and sound decision-making ability
- Excellent problem-solving skills
- Self-directed, able to set clear targets and achieve results
- Maturity and integrity when handling confidential information
- Knowledge of QuickBooks, MS Office and CRM systems
- Excellent written and verbal communication skills
- Spanish speaking a plus