



Operation & Service Manager

Position Summary

The Operation & Service Manager ensures smooth internal operations, maintains accurate billing and customer relationship management (CRM) records, and provides essential administrative and member services support. This role is the operational backbone of CWHBA, focused on executing systems, processes, and resources that enable other departments to achieve their strategic goals.

Duties & Responsibilities

In this role, the individual is expected to contribute to a collaborative and values-driven work environment. By fostering positive relationships internally and externally, they support a culture of responsibility and ownership that aligns with CWHBA's mission and core values of professionalism, integrity, and community impact.

Office Operations

- Manage daily office functions, facilities, supplies, and vendor relationships.
- Provide administrative support and resources for staff to perform effectively.
- Work with the Executive Officer and collaborate across departments to improve workflows and operational systems.
- Maintain organized records and ensure internal processes support organizational goals.

Membership Services Support

- Act as the front-line contact for member inquiries, onboarding, and benefit guidance.
- Partner with the Engagement Director to align operational processes with membership strategy.
- Identify opportunities to enhance the member experience through efficient systems and responsive service.
- Provide operational event support (facilities, supplies, vendor invoicing) in coordination with the Event Manager.

Billing / Data Management

- Process payments, manage accounts receivable, and maintain accurate member records in the CRM.
- Serve as CRM administrator, ensuring data integrity and alignment with membership and organizational goals.
- Oversee financial and compliance responsibilities for AHCCW and the Foundation, including:
 - Preparing and filing required reports (PDC filings, licensing, registrations)
 - Tracking budgets and generating regular financial reports
 - Maintaining audit-ready records and coordinating with the Government Affairs Director, Board Treasurers, and committees.

Growth & Development Opportunities

- Develop expertise in financial management and administrative leadership.
- Lead process improvements that strengthen cross-departmental efficiency.
- Expand capabilities in CRM management and data governance.

Preferred Qualifications

- Bilingual in Spanish and English (verbal and written) — *candidates with bilingual skills will receive preference in the hiring process.*
- Proficiency in QuickBooks Online and Microsoft Office Suite.
- Strong organizational skills, attention to detail, and ability to manage multiple priorities.
- Experience in bookkeeping, nonprofit compliance, and/or office administration preferred.
- Skilled in CRM data management and maintaining data integrity.
- Demonstrated ability to work both independently and collaboratively in a fast-paced environment

Work Environment

Primarily office-based with occasional event logistics support; light lifting required.

Compensation

Full-time, hourly, non-exempt position. Annual range of **\$50,000–\$60,000**.

Final compensation will be determined based on education, experience, demonstrated skills, and scope of responsibilities. This position includes a **90-day probationary period**, during which performance and fitness will be evaluated.

- Health, Vision, Dental (employee coverage 100%) and voluntary life insurance
- IRA Simple Plan retirement (3% employer match)
- Progressive paid time off (PTO) and paid holidays
- Supplemental support of professional development in line with work responsibilities
- Schedule flexibility

About CWHBA

For over 65 years, the Central Washington Home Builders Association (CWHBA), a 501(c)(6), has served as the leading not-for-profit trade organization dedicated to residential construction and remodeling in Central Washington. As a 501(c)(6) not-for-profit trade association, we champion the professionals who shape where we live—partnering with government, businesses, and community organizations in six counties: **Yakima, Klickitat, Kittitas, Chelan, Douglas, and Okanogan.**

We're proud affiliates of the **Building Industry Association of Washington (BIAW)** and the **National Association of Home Builders (NAHB)**, connecting our local members to state and national advocacy, resources, and expertise.

But we're more than just home builders. Our members include a diverse network of builders, suppliers, trades, and service providers, all working together to build stronger communities today and for generations to come. Guided by professionalism, integrity, and a commitment to ethical, responsible building practices, CWHBA's staff, leadership, and members share one mission: to create thriving, livable communities across Central Washington.

The Central Washington Home Builders Association (CWHBA) is an Equal Opportunity Employer. We do not discriminate on the basis of race, color, religion, creed, sex, gender identity or expression, sexual orientation, national origin, age, disability, veteran status, genetic information, or any other legally protected characteristic. All employment decisions are based on qualifications, merit, and organizational needs.