



# Operation & Member Service Coordinator

## Position Summary

The Operations & Member Services Coordinator is a hands-on, detail-driven role responsible for executing core administrative, billing, and CRM functions while serving as a primary point of contact for member support. This is a coordinator-level position with clearly defined responsibilities and systems ownership, **designed to grow into an Operations & Service Manager** role through demonstrated skill,

initiative, and cross-functional impact.

## Duties & Responsibilities

### Billing, CRM & Compliance Administration

- Process payments, manage accounts receivable, and track billing activity
- Maintain accurate and up-to-date member and financial records in the CRM
- Ensure data integrity, consistency, and basic reporting across systems
- Support compliance documentation and reporting for the Affordable Housing Council and CWHBA Foundation, under leadership direction

### Office & Administrative Operations

- Coordinate daily office operations, vendors, supplies, and records
- Maintain internal files, documentation, and administrative systems organization
- Provide administrative coordination that enables staff and volunteers to work efficiently
- Assist with workflow improvements in collaboration with the Executive Officer

### Member Services & Internal Support

- Serve as a primary point of contact for member inquiries and benefit navigation
- Ensure timely, professional responses and follow-through for member needs
- Support internal departments by coordinating logistics, resources, and operations
- Provide operational support for events, including supplies, facilities, and vendor invoicing

## Preferred Qualifications

- Bilingual in Spanish and English (verbal and written) candidates with bilingual skills will receive preference in the hiring process.
- Experience in office coordination, administrative support, or member services
- Comfort with data entry, billing processes, and system-based work
- Proficiency in Microsoft Office; CRM and QuickBooks experience a plus
- Strong organizational skills and attention to detail
- Ability to manage multiple priorities with reliability and professionalism

## Work Environment

- Primarily in-office presence required, with some flexibility. This role serves as a primary support contact but is not a front-desk or reception-only position.
- Regular interaction with members, vendors, and internal teams
- Occasional event and logistical support required
- Requires comfort with routine, accuracy, and shifting priorities
- Occasional light lifting and set up of materials or supplies may be necessary

## Growth & Development Pathway: Operations & Service Manager

With demonstrated performance, the role may expand to include greater system ownership, process leadership, and financial and CRM governance. Growth is based on capability, consistency, and contribution, not tenure.

### Compensation

This is a full-time, hourly, non-exempt position starting in the *coordinator* salary range of **\$40,000–\$50,000 annually**. Following the 90-day introductory period, role scope and compensation may be reviewed, with opportunity for expanded responsibilities and progression toward a manager role and salary band based on performance and demonstrated ownership.

**Final compensation is determined by education, experience, demonstrated skills, and scope of responsibilities, but also includes:**

- Health, Vision, Dental Insurance with \$25K life insurance policy (100% employee coverage, and elective dependent eligibility)
- Health savings account with elective contributions
- Elective increased life insurance coverage
- IRA Simple Plan retirement (3% employer match)
- Progressive paid time off, beginning with 40 hours (PTO), 11 paid holidays, and 3 additional personal days annually.
- Supplemental support of professional development in line with work responsibilities

### About CWHBA

For over 65 years, the Central Washington Home Builders Association (CWHBA) has served as the leading not-for-profit trade organization supporting the residential construction industry across Central Washington. Representing six counties, CWHBA connects builders, trades, suppliers, and partners to advocacy, education, and community impact.

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. CWHBA's staff, leadership, and members share one mission: to create thriving, livable communities across Central Washington.

### Culture & Values

This role reports to the Executive Officer and works closely with all departments. Work is performed with day-to-day autonomy within established systems, with guidance and collaboration from leadership.

CWHBA is a mission-driven organization that values **integrity, professionalism**, and service to our **members**. We are **member-centric** and **value-driven**, prioritizing thoughtful service, responsible stewardship of resources, and continuous improvement.

We are a collaborative, accountable team that takes pride in doing our work well and treating one another, and our members, with respect. Team members are expected to bring curiosity, reliability, and a commitment to shared success.

*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.*