



LEVITICUS FUND

Faith Capital For Building Communities

Operations Associate

Position Description

November 2022

Who we are:

The Leviticus 25:23 Alternative Fund (Leviticus) is rooted in faith and the call for economic justice. The Fund provides flexible capital, expertise, and advocacy to propel the growth of more equitable communities, and creates opportunities for vulnerable, low-income people – especially those harmed by systemic racial and ethnic discrimination – to thrive and live with dignity. Our loans assist the predevelopment, construction and permanent phases of affordable housing, including housing with supportive services for those with special needs and extremely low incomes; childcare and early learning centers; charter public schools; nonprofit office and program delivery space; and various community economic development projects.

Leviticus is based in Tarrytown, New York (Westchester County). We are interested in candidates who reside in the NYC metropolitan area but are also open to candidates who might work 100% remotely. All Leviticus staff but one are currently working in a hybrid manner, with some days each week working in office and others remotely. This will continue for the foreseeable future.

Why we need you:

Leviticus' community investing has grown from \$13.4 million in 2018 to \$31.7 million in 2021. It is a pivotal moment for the organization. To support this growth, we need an enthusiastic, tech-savvy and mission-oriented member of our team to help Leviticus (i) implement Salesforce for program management, lending and funding purposes and to explore the adoption of other software applications to increase operational and internal communication efficiencies; (ii) manage information flow regarding our work to have deeper and clearer data that allow us to better understand our impacts and tell our story; and (iii) act as chief liaison with outside service providers to Leviticus, including IT, consulting and phone service companies.

What will you do?

The Operations Associate will serve as the primary Salesforce system administrator for the Leviticus Fund's 12 users and provide support to colleagues through general administrative responsibilities.

This position requires a strong understanding of the Salesforce platform and a desire to keep learning this innovative technology. Applicants should be comfortable working with end users of differing skill levels and enjoy mapping business processes to enterprise solutions.

Reports to: Jose Rivera, Finance Director

Status: Full-Time

Key Duties and Responsibilities

Primary duties:

- Manage all basic Salesforce administrative functions including:
 - Activating and deactivating users.
 - Adding new and updating existing Accounts and Contacts.
 - Providing user maintenance and support.

- Generating reports and data extracts as requested.
- Creating new fields and other routine tasks.
- Serve as main contact with consultant managing Leviticus' multi-phase Salesforce implementation plan for program management and impact measurement and management.
- Gather requests for system improvements or system changes and facilitate those enhancements.
- Train inexperienced users and increase the organization's Salesforce skills and adoption rate.
- Document Leviticus' Salesforce customization and collaborate on the creation of a data management procedures handbook for all Salesforce users.
- Maintain and ensure accuracy of CRM, lending, investment, and donation/grant information within Salesforce as Leviticus' "Single Source of Truth" database.
- Participate in all facets of Salesforce-related training for Leviticus, and proactively identify new opportunities for staff-related training.

Additional duties:

- Main point of contact with ServiceByte, outside IT service provider.
- Lead IT onboarding of new employees, including direct training and orientation and arranging training with other members of Leviticus team.
- Ensure that adequate computer set up is in place prior to start dates of new employees.
- Main point of contact with outside phone service provider.
- Explore more extensive use of MS Teams among staff.
- Explore use of other software applications that may increase efficiency and collaboration.

Working at Leviticus:

Our team consists of committed, adaptable, entrepreneurial, creative, and flexible problem-solvers who enjoy working for an unregulated, charitable lender that fills crucial gaps in the community development ecosystem. We are strategic thinkers committed to racial equity and treating each other – and the communities we serve – with respect.

Applicants should share a passion for the Leviticus mission and possess the skills to meet the expectations of this role. Specifically, we are seeking a systems head with:

- At least two years of experience working with Salesforce, and at least three years of experience working in a professional office setting as an office administrator, office manager or administrative assistant. Work in the nonprofit, banking, or real estate development industry is a plus.
- Experience with Salesforce Lightning; successful completion of Salesforce Certified Administration exam is preferred, but Leviticus will assist candidates without a Certified Administrator credential to achieve this within your first 90 days on the job.
- Ability to assess the impact of new requirements on Salesforce and other integrated systems.
- Success in project management and meeting deadlines with strong attention to detail.
- Demonstrated capacity to independently track and fulfill responsibilities, and to manage and prioritize simultaneous requests.
- Cooperative attitude, a good sense of humor, and an ability to work with a variety of personalities in a team setting.
- Strong analytical, interpersonal, presentation, and communication skills with an ability to work with racially, ethnically, and socially diverse stakeholders.
- Experience incorporating the perspectives of multiple communities, including communities of color, in the consideration of impacts and outcomes of a decision-making process.
- Desire to learn new skills and systems.

- Proficiency in Microsoft Office 365.

Compensation:

Leviticus offers a competitive salary and generous benefits, including an up to 10% employer match to a 403(B) plan, plus annual paid time off beginning at 25 days per year, increasing by a PTO day each year of employment up to a total of 30 PTO days per year. The starting salary for an Operations Associate will be commensurate with alignment of an applicant's experience with the job requirements. We negotiate actual salary with final candidates.

How to Apply

Please submit a letter of interest, resume, and salary requirements to JOBS@leviticusfund.org. Salary requirements must be provided to be considered.

Equal Opportunity Employer

The Leviticus Fund is an Equal Opportunity Employer and is committed to building a culturally diverse staff. We strongly encourage applications from female and minority candidates and candidates with disabilities.