



**Job Description: Associate**  
(FT: 36 hrs./wk.; 4 days per week)

**Job Summary**

New Chapter Coaching is seeking an individual who's looking to make the world a better place by helping nonprofits improve lives and transform communities. We have a special workplace culture where we strive to make everyone feel like they belong. At New Chapter Coaching, we:

- Align our actions with our core values and beliefs
- Actively invest in every employee reaching their full potential
- Cultivate an environment of psychological safety; and
- Make intentional space for the work of inclusion and racial equity

We are currently seeking an Associate who is passionate about our mission and is a smart, dependable, and highly motivated individual who wants to be part of a team committed to providing nonprofit clients with the means to make the world a better place.

**Reports To:** President & CEO

**Major Job Duties and Responsibilities**

*Generally, the scope of the duties and responsibilities of the Associate are as follows:*

- Manage projects with nonprofit clients by delivering the contracted capacity-building services in ways that meet, if not exceed, the clients' needs and expectations, including in the areas of client satisfaction, budget, time, outputs, and outcomes
- Engage in business development on behalf of New Chapter Coaching including: cultivate trust-based relationships with nonprofit leaders; identify, pursue, and close business; conceptualize and write project proposals in response to requests for bids; and accurately track prospect and client data and information
- Lead efforts to track, gather, and analyze data to systematically and comprehensively measure the performance of New Chapter Coaching and its clients, including the development, maintenance, and improvement of dashboards and other performance management tools

- Design (including develop curricula and supporting materials), facilitate, and evaluate in-person trainings and webinars sponsored by New Chapter Coaching
- Develop toolkits and other resource materials for publication on topics of interest and need for nonprofit leaders
- Enhance New Chapter Coaching's reputation by accepting ownership for performing new and different projects beyond those outlined above

### **Required Knowledge/Experience**

- Individuals applying must have no fewer than **three years** of experience as an employee of a nonprofit organization (years as a volunteer will not be counted towards the three years), particular with social service/social impact nonprofits
- The ideal candidate will have working knowledge of nonprofit management, capacity-building, and/or organizational development
- The ideal candidate will have a high proficiency working with data, including understanding of data hygiene, data management, and data processing best practices (experience with data management in Excel)

### **Required Skills/Abilities**

- Strong interpersonal skills, including emotional intelligence, the ability to listen to and empathize with others, as well as cultivate trust-based relationships with them
- Strong communication skills, including the ability to express themselves verbally and in writing, and to engage in productive conflict
- Strong project management skills, including high attention to detail, and the ability to organize and prioritize daily, as well as manage time-sensitive longer-term projects
- Strong customer service skills, including the ability and commitment to deliver first-rate services and handle client (and business) information in a confidential manner
- Ability to work well in a team, as well as independently
- Advanced proficiency with technology, including Microsoft Office Word, Excel, Trello, and PowerPoint
- Aptitude to learn new technology (i.e., Harvest, Hubspot, Whova, and more)

## Preferred Personal Characteristics

*The ideal candidate will:*

- Demonstrate a positive attitude
- Be committed to engaging in the work of making New Chapter Coaching an anti-racist organization and to increasing the capacity of nonprofit leaders to lead equitably
- Be someone who takes accountability for their behavior and performance and can easily admit when they're wrong or fell short
- Have grit and be persistent in the face of adversity
- Be eager to learn, able to fail while retaining confidence, and dedicated to their own professional growth
- Be willing and able to work collaboratively with the other members of the team

**Employment Benefits:** 4-day work week, paid time off, health insurance stipend, retirement match, annual professional development, quarterly wellness benefit, monthly cellphone reimbursement, travel, and more. The team is currently scheduled to attend a P!nk concert together in October 2023. The office is located in Columbia, MO; however, we are willing to consider applications from employees needing remote or hybrid work.

**Salary:** Range of \$46,125 - \$50,000 for a four-day work week, depending on experience and qualifications. This wage will be re-evaluated at the end of the employee's first six-months, assuming their performance is very good or better. Employees are eligible for annual performance bonuses, as well as annual raises. Recent yearly raises have all exceeded the cost of inflation.

*If you have the nonprofit experience we're looking for, care about investing in your community, have the right attitude, are eager to learn, and are great with people, we'd love to receive your application. And remember: don't refrain from applying just because you don't have 100% of the qualifications.*

**Interested Parties Should Apply To:** [Opportunities@NewChapterCoach.com](mailto:Opportunities@NewChapterCoach.com)

**Applications MUST include the following: cover letter and resume.** *Applications submitted without a cover letter will not be considered.*

**For more information about New Chapter Coaching:**  
**[www.newchaptercoach.com](http://www.newchaptercoach.com)**

*Candidates will be considered on a rolling basis.  
 The position will close when the appropriate candidate is hired.*