



## **Job Description: Associate** (36 hrs./wk.)

### **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 everyone belongs. 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:** Director of Client Success

### **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
- Design (including develop curricula and supporting materials), facilitate, and evaluate in-person and online trainings/workshops sponsored by New Chapter Coaching
- Collaborate with other staff to conceptualize, write, and develop toolkits and other resource materials for publication on topics of interest and need for nonprofit leaders
- Support the Director of Client Success in planning and implementing our annual national nonprofit leadership conference
- Participate in efforts to track, gather, and analyze data to systematically and

comprehensively measure the business's outcomes and make data-driven decisions

- Enhance New Chapter Coaching's reputation by accepting ownership for accomplishing new and different requests beyond those outlined above

### **Required Knowledge/Experience**

- Individuals applying must have no fewer than a combined **two years** of experience in the nonprofit sector, particular with social service/social justice nonprofits
- The ideal candidate will have working knowledge of nonprofit management, capacity-building, and/or organizational development
- The ideal candidate will have experience in the field of training and development

### **Required Skills/Abilities**

- Strong interpersonal skills, including emotional intelligence, and the ability to listen and empathize with others, as well as cultivate trust-based relationships with diverse kinds of people
- Strong communication skills, including the ability to express themselves verbally and in writing, and to engage in productive conflict
- Prioritization, project management, and organization skills, including the ability to organize and prioritize on a daily basis, 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
- High attention to detail
- Ability to work independently, as well as in a team
- Proficiency with technology, including Microsoft Office Word, Excel, Trello, and PowerPoint, and social networking (especially Facebook)
- Ability 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 their performance 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

**Salary:** The current opening is flexible; looking for someone who can work at least 30 hrs. per week or someone seeking full-time employment. The range is currently \$46,125 - \$53,200 when this position is full-time. This wage will be re-evaluated at the end of the calendar year, assuming their performance is very good or better.

**Employment Benefits:** Key benefits include a 4-day work week, paid time off, paid holidays, retirement match, health care stipend, paid parental leave, quarterly wellness benefit, annual professional development, community service hours, and cell phone stipend. Employees are eligible for annual performance bonuses, as well as raises. Recent yearly raises have 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 are encouraged to apply as soon as possible, as candidates will be considered on a rolling basis.*

*The search will close on March 7, 2024.*