



Title: Operations and Technology Associate

Type: Full Time Exempt

Reports to: Director of Finance and Operations

Position Summary: Operations and Technology Associate assists in the day to day operations of the CBA office under the Director of Finance and Operations. He/She/They provides support to the Membership and Training and Consulting Departments.

Essential Duties

Operational (45%)

- Serve as primary contact for coordinating issues related to management and upkeep of DC-based office space, supplies and equipment
- Assist with creation, maintaining and updating of CBA Business Continuity Manual
- Process all incoming payments
- Support planning and organization of events (like CBA's annual Symposium), trainings, Rapid Response visits and webinars, etc. in coordination with relevant staff.
- Assist efforts to coordinate internal and external communications needs.

Technology (45%)

- Post and manage the content and new projects of CBA's externally-facing websites (www.creditbuildersalliance.org and www.cbatraininginstitute.org) in coordination with CBA's Director of Training and Consulting
- Manage www.cbatraininginstitute.org website users and track usage regularly for CBA data collection purposes
- Execute and provide support on use, new projects and improvements to Salesforce
- Manage relationship with CBA's IT support company and coordinate with other related technical contractors including web developers and designers as necessary
- Manage and support use of CBA's IT and web-based resources including Mailchimp, webinar platform, RegOnline, Eventbrite, etc.

Other duties as necessary (10%)

Qualifications and Essential Skills

Required

- 3-5 years of experience with Word Press, HTML and CSS, Salesforce administration and database management

- High degree of integrity, analytical, and problem-solving skills.
- Highly organized with excellent attention to detail and the ability to manage several projects at the same time.

Desirable

- Excellent written and oral communication skills.
- Experience managing WordPress-based LMS
- Experience using MailChimp, and other communication tools.
- Experience using RegOnline or Cvent.
- Undergraduate degree in relevant field

CBA is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.