



Operations Coordinator

Vancouver, BC

Join our team

Are you interested in being part of a dynamic and forward-looking team dedicated to creating lasting value for communities? Are you passionate about enhancing processes, systems and communication across a growing organization that creates and preserves affordable housing and supports non-profits, co-operatives and charities across Canada? This might be the right opportunity for you!

About New Market Funds

We are an [ImpactAssets 50](#) manager and [Certified B Corp](#) company. [New Market Funds](#) (NMF) is a multi-fund impact investment fund manager with offices in Vancouver and Toronto. We have a mission to deliver investment opportunities that have a lasting benefit for communities and concentrate our efforts on community-focused real estate and lending. We are a values-driven, innovative resource for social enterprises, co-operatives, and non-profits.

We envision a new market in which investment capital seeks to create value that includes clear social and environmental outcomes as well as financial returns. We do this by living our values in our work every day. We are guided by our principles about building strong communities, creating a positive workplace in which everyone feels welcomed and empowered, working towards Reconciliation with Indigenous peoples, and building an impact legacy.

The [New Market Funds platform](#) includes NMF Rental Housing Fund I and II, New Commons Development, New Commons Housing Trust, Community Forward Fund, and the Canadian Cooperative Investment Fund.

Summary of Position

The Operations Coordinator (“Coordinator”) will be working in a hybrid environment with in-person days in NMF’s Vancouver office. The Coordinator will report to the Operations & Impact Manager, and will be a core member of the New Market Funds team, supporting the administration and operations across the NMF platform. This is a permanent full-time position.

Job Responsibilities

The work of the Coordinator is central to the operations and scaling of New Market Funds. The Coordinator will be responsible for:

Investor Relations:

- Manage investor contacts and relationships, ensuring timely and accurate communication;
- Support in the preparation and distribution of investor reports;
- Support capital calls, distributions, and coordinate resolutions as needed.

Communications and Content Management:

- Handle general inquiries and communications;
- Assist in the preparation and distribution of internal and external communications;
- Support the updating of communication materials, including website content and social media.

Systems and Software Management:

- Implement and maintain various software systems (G Suite, Slack, Asana, Salesforce, Netsuite, etc.);
- Oversee the Investor Portal, managing user access, and ensuring data security;
- Administer software licenses and provide help desk support for troubleshooting;
- Liaise with Managed Services Provider and other IT service providers.

Financial and Administrative Operations:

- Provide support to the Finance team for banking, vendor/investor account management;
- Manage office administration and related service providers;
- Provide administrative assistance and support team members in achieving their daily tasks and troubleshooting operational issues;
- Maintain and update databases, records, and files to ensure accuracy and accessibility;
- Schedule internal and external meetings;
- Collaborate to identify inefficiencies and propose solutions to streamline processes.

Governance and Compliance:

- Administrative support for the various entities within the NMF platform including governance activities (minute-taking, maintaining governance database), legal filings, drafting contracts and coordinating insurance renewals.

Human Resources:

- Support HR functions including recruitment, facilitating onboarding, coordinate team trainings, benefits administration and policy updates;
- Manage administrative aspects of human resources, including staff files, administer HR documents, and support with updating the employee handbook.

Special Projects and Event Planning:

- Organize team events and activities, including an annual in-person multi-day All Team meeting;
- Organize investor and partner events and other ad hoc events;
- Assist with special projects and perform other tasks as reasonably required by NMF.

Qualifications and Knowledge

Required skills and experience:

- 2-5 years of experience in an administrative or operational role or similar type role;
- Understanding of and experience in supporting governance activities, legal filings and administration, with bonus points for fund administration experience;
- Familiarity with and demonstrated experience managing IT systems and software;
- Detail oriented with strong organization and project management skills;
- Excellent written and verbal communication skills.

A successful candidate will also be / have:

- Highly motivated, takes initiative and willing to jump in and support colleagues when needed;
- High sense of ownership of assignments and their work and ability to deliver on time;
- Strong time management skills and able to work effectively remotely as needed;
- Agile, flexible and capable of working in a highly varied and often unpredictable role;
- Demonstrated engagement in their local communities or on social or environmental issues more broadly, whether through volunteering, work or other experience;
- Awareness, knowledge and interest in social inclusion, social equity and addressing the legacy of colonization through their work and in their community;
- Experience with G Suite, Asana, Slack, Netsuite, Microsoft Office, Word Press

Compensation and Benefits

NMF will provide a professional and rewarding working environment with the opportunity for career growth and expects the salary to range between \$70,000 - \$75,000 for the right candidate, commensurate with experience. Other benefits include extended health and dental benefits plan, phone allowance, wellness allowance, professional development allowance, and eligibility to join the New Market Funds Team Ownership Plan.

How to Apply

If you are interested in this exciting opportunity, **please send your cover letter and resume in a single PDF to info@newmarketfunds.ca** with 'Operations Coordinator – [Your Name]' in the subject line no later than May 12, 2024. Interviews will be held on a rolling basis until the right candidate has been identified.

NMF is committed to equity in employment, diversity in our team, meaningful reconciliation, and social inclusion. We welcome and encourage applications across any race, colour, religion, sex, sexual orientation, gender identity, national origin, disability, protected veteran status, Indigenous status, or any other legally-protected factors.

Applications from all qualified candidates are welcome. If you are an applicant with a disability and require accommodation during the hiring process, please contact us.

We thank all applicants for their interest, however, only those selected for follow-up will be contacted.