



Every act of business can be an act of love

Are You Our Operational Wizard?

Thank you for your interest in the part time Operational Wizard position at Heart of Business. We are a loving and committed group and are excited about adding another talented, passionate, and kind person to our team.

Although this is being listed as a part-time position for now, as we continue to grow, this position could eventually become a full-time position.

We ask that you please read the job description below carefully and consider whether this position truly fits you. If after reading through the job description you determine that this feels like a fit for you please follow the instructions below about How to Apply.

Job Description

Between the lofty realm of visionary ideals, strategic projects and the happy ending of results that happen for clients and for the business is the critical need to GET STUFF DONE.

Being the Operational Wizard at Heart of Business requires a sophisticated and thorough attention to details, systems and people, because every detail matters in the way it affects the people who are on the receiving end.

Being attentive to the details is not a matter of being obsessive-compulsive (we want you to be healthy!)—It's about a high level of integrity, care and love—in some ways; it's the very heart of the company. We're looking for someone who loves getting stuff done precisely and thoroughly, loves results, and also loves people, without a losing a grounded sense of spiritual connection.

You

You love getting stuff done. You love to see an organization that is clicking along smoothly, and how the widely different projects all contribute to make things work.

You love collaborating on a team, helping each person in their role get their things done, and helping maintain a perspective of how it's all connected.

You also love systems and the details that make them up. You love to dig your teeth into big, complicated, detail-oriented projects that require a systematized workflow and coordinating with others on a team. You love bringing heart into the details, and



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watch them march out with clock-like efficiency, successfully. You love documenting and communicating the workflow so that everyone can follow along and be with you as a team.

You hate doing things at the last minute. You love to sit down and figure out the workflow so that everything can be done in a sustainable manner, last-minute pushes a rarity, maybe they happen once a year because someone had a family emergency and the deadline was messed up.

You have a committed, probably daily, spiritual practice and a commitment to love and helping the world be a better place. You know that it's better to take time to check-in with your heart and identify the 3 things that really need to be done, instead of running around trying to get 100 things done on an impossible deadline.

You like collaboration, but you do not like to be micro-managed. You value freedom in your work as a way to collaborate and contribute to the team. You value honesty and direct communication. You are willing to have the hard conversations when they come up, and don't shy away from emotions.

The Role

You will be the Operational Wizard for Heart of Business. You will work across all functions, getting tasks done and supporting projects in Marketing (reaching new clients), Education (delivering and caring for current clients), and Business (internal structures and systems that make the business run smoothly). You'll support, create or modify systems to make sure the amazing number of details that go into running a small company are handled impeccably and easily.

You will be a core, critical member of the team, working closely with the Business Director, the Director of Education, the Marketing Director and the CEO. You will sometimes be communicating directly with clients, but more often working directly with the team.

Your ability to use project management skills to track hundreds of details simultaneously, seeing how they relate to one another and how they fit into the larger strategic direction of the project at hand is absolutely critical.



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There are three levels to this role

The first level is simply getting stuff done. There are innumerable tasks, many of them technical in nature, including working on the website, as well as various other applications. Team members will assign you tasks, and you'll get them done.

The second level is strategic. You won't just be checking things off; you'll be paying attention to *how* things are being done. If you have ideas of how to do something better, to improve a system, or to combine redundant efforts, or simply to stop doing things that seem to be unnecessary, you'll be offering those ideas, creating and modifying those systems. You'll be observing and learning and helping to improve how we work and deliver what we do.

You'll also be proactive and thoughtful, so if there's an obvious mistake, or something is left out, you'll add it in, fix it, or make it work.

You will not only be completing assigned tasks, you'll be expected to proactively manage the process. You will not just wait for assignments, but keep a watch on what else needs to be done and proactively bring next steps to other team members.

The third level is visionary. As a core member of the team, and especially at our twice-yearly team retreats, you'll be actively involved in helping to craft the strategic plans we make, giving your thoughts and input freely, and especially on what's realistic, what our actual work capacity is, and how effective we're likely to be. You'll help keep our visions grounded in the do-able and attainable.

Responsibilities

(Not all of these to start- this is the list for full-time, not for 20 hours a week)

- Updating web pages, including basic html coding as needed
- Working with our main applications, Infusion Soft, Basecamp, etc,
- Managing contact forms, emails, and project/event scheduling for team members
- Monitoring physical inventory of products
- Running reports and updating weekly tracking stats
- Cross functional reporting and collaborating with Marketing and Education Department heads
- Monitoring your own capacity and connection to stay out of overwhelm, and communicating with the team when you do feel overwhelmed and need help identifying priorities.



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- Managing our online purchasing system, shopping cart, merchant accounts and handling payment/credit issues
- Help coordinate and maintain Heart of Business master calendar and teaching assignments
- Scheduling and maintenance of Maestro Conference for all HoB programs, and client access.
- Maintenance and tracking of Clients across all programs and the Community
- Troubleshooting technical difficulties across all of our systems, including some client access support
- General audio editing and PDF creation
- Other duties and projects as they occur to us

Strong Preferences (but not required)

- Lives in the Portland, Oregon metro area
- Familiar/functional with the following systems: InfusionSoft, Basecamp, Highrise, QuickBooks, Google Docs, Wordpress (including some familiarity with HTML and CSS), Adobe Creative Suite- including InDesign and Photoshop

Supplemental Questions

Please answer these Supplemental Questions in a separate document.

1. Full Name
2. City and State where you currently live
3. Phone Number and Email Address
4. Please share details of your current and past administrative and operational experience.
5. Please share any special training or education you've had that would relate to your skill as an operational wizard.
6. Do you use a Mac or a PC?
7. What computer software do you consider yourself highly skilled with?
8. Please describe your experience, if any, with each of the preferred systems/applications listed above? If not, what similar systems have you used and to what extent?
9. Have you ever worked on a virtual team? Tell us about your experiences working on a team.
10. Tell us about yourself. What are your hobbies? What do you like to do for fun? We'll read as much as you want to share.
11. Are you familiar with Heart of Business? If yes, how?



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12. Why would you like to work for Heart of Business?
13. Please take this free online quiz <http://www.humanmetrics.com/cgi-win/JTypes2.asp> and provide us with your results. We'd like to know if you are an INFJ, ENFJ, etc. If you already know your Myers Briggs personality type you can pass on the test and send us your type.
14. Please take this simple free online quiz <http://predictablesuccess.info/quiz/quiz.php?id=4> and provide us with your results. You will be sent a free report with your results after completing the quiz. Please include the results in the format as they appear here:
 - 480 Operator
 - 210 Synergist
 - 150 Processor
 - 120 Visionary

How to Apply

If you feel this position could be a fit for you, please email these three items: 1) Cover Letter, 2) Resume (with three references including contact information), and 3) Supplemental questions as PDF's or Word Documents to Lincoln Wachtel at Lincoln@heartofbusiness.com by **Nov 16, 2014**.

Thank you,

Lincoln Wachtel
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