

Director of Operations and Communications

Summary

The California Community Choice Association is a newly formed nonprofit association with a rapidly growing membership. The Director of Operations and Communications is responsible for the daily and ongoing operations of the organization as well as membership program management and events coordination. The position reports to the Executive Director.

General Responsibilities include:

The Director of Operations and Communications has responsibility for a wide range of matters supporting the essential ongoing operations of CalCCA, including but not limited to, internal functions such as administrative activities and office management, information technology, operational policies and procedures, compliance and financial reporting obligations, invoice and payment processing, contract management and administration, membership program management (database, programs, and events), event coordination, human resources, communications and marketing management, external relationship building, vendor and consultant management, and Board/Committee coordination.

Essential Duties and Responsibilities

The scope of work will include the following:

(i) Operations:

- Administrative duties including, but not limited to, responding to information requests about CalCCA, e.g., answer CalCCA phone line and manage email accounts.
- Provide executive assistant support to the Executive Director including scheduling meetings, taking meeting minutes, and managing the calendar.
- Organize, plan, and prioritize work, developing specific goals and ensuring implementation of action plans to meet internal organizational needs.
- Develop and implement internal operating policies and procedures.
- Develop and oversee management of IT infrastructure, electronic file storage systems, and web-based services (including setting up and managing CalCCA server and document management system)
- Assist in locating office space and oversee the set-up of workstations, storage systems, etc.) including purchasing office supplies.
- As directed, support and coordinate the activities of the CalCCA Board Committees, Subcommittees, and Discussion Groups, including following up on action items with CCA staff and maintaining accurate records.
- Process invoices and issue payments.
- Ensure timely delivery of reporting and compliance requirements.
- Develop, oversee and administer human resources functions including payroll, benefits, and other legal requirements.
- Develop, negotiate, and administer contracts with external vendors and consultants.

(ii) Communications:

- Oversee the development of communications and marketing materials including website, collateral, press releases, and newsletters.
 - Coordinate with the CalCCA Marketing Committee and Public Relations Consultant.

- As web master, maintain and update materials on the website, including the public and members-only pages.
- Assist the Executive Director to develop and implement the membership program to ensure successful recruitment, stewardship, and retention of Operational and Affiliate members. Specifically,
 - Manage annual renewal process of existing members.
 - Develop and maintain membership contact database.
 - Develop and manage the Partners Program.
 - Develop and maintain welcome packets and education materials.
- Develop and manage the Annual Meeting in coordination with the Annual Member Meeting Subcommittee of the CalCCA Board and other staff committees.
- Develop and coordinate one-off member events (e.g., webinars, quarterly roundtable meetings, etc.)

Other duties as identified or assigned by the Executive Director.

Qualifications and Experience

To perform the job successfully, the individual should hold a Bachelor's degree in business, public administration, political science, communications or a related field. Fully qualified candidates should also possess at least five years of progressively responsible experience in management, development, administrative, communication, and operational functions. An advanced degree in business administration, public policy, or a related field is desirable. The requirements listed below are representative of the knowledge, skill, and/or ability required.

Knowledge of:

- Information systems and document management.
- Budget and financial management.
- Best practices for program and project management.
- Data and statistical analysis.
- Microsoft Office (Excel, Word, PowerPoint, Outlook).
- Google Applications (Gmail, Drive, Docs, Sheets, Slides, Forms).
- Adobe InDesign, Word Press.
- Bill.com/Quickbooks.
- Basic branding, design, and marketing.
- Community Choice Aggregation (CCA) and the California electric utility market.
- The purpose, organization, and operations of CCAs and trade associations.
- California legislative and regulatory processes.

Ability to:

- Manage multiple priorities and projects and quickly adapt to changing priorities in a fast-paced dynamic environment.
- Take responsibility and work independently, as well as coordinate collaborative efforts.
- Represent CalCCA in an effective, strategic, and beneficial way to internal and external stakeholders.
- Advocate effectively for organizational priorities and policies.
- Build consensus, execute strategies, and coordinate efforts.
- Negotiate contracts with external entities.
- Be thorough and detail oriented.
- Work independently, accurately, and efficiently under pressure and with little oversight.

- Demonstrate patience, tact, courtesy, and sound decision-making.
- Exercise sound judgment and operate with confidentiality and discretion.
- Communicate well both verbally and in written form.
- Represent CalCCA in an effective, strategic, and beneficial way to internal and external stakeholders.
- Establish and maintain effective and professional working relationships with persons encountered during the performance of duties.
- Lead efforts with passion, idealism, integrity, and positive attitude.

Supervisory Responsibilities

This position may supervise administrative staff and student interns.

Compensation, Benefits and Location

Compensation for this position ranges from \$90,000 to \$140,000 commensurate with experience. The position may be designated as an external contractor or a full-time staff member of CalCCA, as determined by the successful candidate and the Executive Director.

The successful candidate for this position will work remotely until permanent office space is developed in the East Bay of San Francisco.

Application Process

The position is open until filled. To be considered for this position, please submit a cover letter and detailed resume to: Beth Vaughan, Executive Director, beth@cal-cca.org

Resumes will be screened in relation to the criteria outlined in the job description. Candidates deemed to have relevant qualifications will be contacted.

Job Type: Full-time

Salary: \$90,000 to \$140,000 per year