

Operations Manager Job Description

Date Available: May 6, 2024

Start Date: July 1, 2024



Job Title

Operations Manager

Supervisor

Operations Director

About The Energy Co-op

The Energy Co-op uses the power of community to lead today's sustainable energy evolution. As a sustainability-focused 501(c)(12) nonprofit cooperative, we help our members buy, use, and understand renewable energy. We are Pennsylvania's only member-owned supplier of 100% renewable electricity and 100% renewable natural gas, and we offer affordable, transparently priced heating oil to members in southeastern Pennsylvania, northern Delaware, and southern New Jersey. We are a small, dynamic team based in Philadelphia, and are seeking a full-time Operations Manager to oversee the organization's internal operations and infrastructure, and execute key projects and initiatives.

Position Overview

The Operations Manager will support the success of The Energy Co-op's operations, assisting the Operations Director in 1) managing organizational documentation and operational policies, knowledge and digital infrastructure, 2) carrying out employee recruitment, hiring, and onboarding processes end-to-end, and 3) facilitating vendor relationships. The Operations Manager will also oversee quality assurance for The Energy Co-op's membership data and operations processes, manage the office, and coordinate routine and ad-hoc projects across the organization. The Operations Manager will execute a variety of day-to-day responsibilities in tandem with aiding longer-term strategic projects and priorities.

Responsibilities

Systems, Infrastructure, and IT Management (15%):

- Provide tech support for computers, phones, and remote work platforms
- Manage institutional account credentials and oversee digital file management
- Ensure organization-wide adherence to email administration policies and practices
- Oversee and provide support for system improvement projects, and identify opportunities to improve internal systems
- Manage Salesforce database infrastructure changes and improvements, including identifying areas of improvement, lifting staff needs up to management, and managing infrastructure projects and liaising between relevant vendors and staff

Knowledge Management and Quality Assurance (40%):

- Develop, update, and maintain process documentation around core business operations and identify opportunities to improve internal processes
- Develop and maintain organizational policies pertaining to information and knowledge sharing, process documentation, and standard operating procedures
- Identify opportunities to improve knowledge management, including developing and building upon new infrastructures and strategies for knowledge sharing across departments

- Develop, implement, and lead quality assurance processes related to internal processes, internal data management, and membership and operations data routine basis to ensure data integrity and compliance
- Monitor and evaluate general and administration vendor performance

Office Management (35%):

- Oversee physical office space and manage supply and equipment inventory for staff virtual office spaces
- Manage general and administration vendor relationships and coordinate contract management
- Assist with routine financial administrative tasks
- Liaise with Board of Directors

People Operations (10%)

- Manage and maintain recruitment infrastructure, including open position listings across all platforms, applicant tracking systems, and recruitment data and documentation
- Facilitate recruitment processes end-to-end, including coordinating with hiring staff and leadership, serving as main point of contact for all candidate communications, scheduling candidate interviews, and coordinating staff on candidate feedback and evaluation
- Facilitate an organized, effective, consistent, and supportive candidate experience
- Oversee and manage onboarding process for new hires
- Oversee and manage offboarding process for departing staff and interns

Required Qualifications

- Bachelor's degree in a related field
- 2-4 years in an operations or project management role
- Demonstrated ability to manage projects independently
- Intermediate Salesforce experience
- Project management experience
- Excellent verbal and written communications skills
- Ability to synthesize and communicate information effectively
- Highly organized with a keen attention to detail
- Strong time management and prioritization skills
- Based in the Greater Philadelphia area

How to Apply

[Please submit your resume and a cover letter here](#). Cover letters may be addressed to Hillary Bedeian, Operations Director. Tell us how you learned about this position, and why you think you are a good fit. Review of applications will be conducted on a rolling basis and the position will remain available until filled. No telephone calls, in-person applications, or recruiters, please.

Hours, Compensation & Benefits

This is a full-time, exempt position. Starting salary range is \$50,000 - \$65,000, contingent on experience. The Energy Co-op is committed to providing staff with a competitive benefits package, which includes employer-subsidized medical, vision and dental insurance plans, paid time off and company holidays, short- and long-term

disability insurance, a retirement plan with employer matching, and professional development funds. The organization prides itself on providing a high-quality work environment with work-life balance.

Equal Opportunity Employer

The Energy Co-op is an equal opportunity employer. Policy prohibits discrimination or harassment on the basis of race, color, religion, national origin, ancestry, gender, age, marital status, familial status, sexual orientation, disability, or veteran status. Further, The Energy Co-op supports and promotes equal employment opportunity, human dignity, and all forms of diversity.

Operating Notice

The Energy Co-op staff currently works on a remote and in-person hybrid basis, with most work performed remotely. Until further notice, employees fully vaccinated against COVID-19 may choose to work in the office or remotely and unvaccinated employees must work remotely. As circumstances change, staff members may be required to work from the office for a specified number of days during the week. When working remotely, the selected candidate will – during normal business hours – be expected to 1) be available for virtual meetings, teleconferences, and calls and (2) be required to designate a safe, quiet remote space from which they can perform their responsibilities without distraction. A laptop computer, docking station, monitor, keyboard, mouse, and riser are provided by The Energy Co-op to be used solely for tasks required of the position. The selected candidate is expected to supply their own mobile telephone and reliable internet service for this position.