



Manager, Operations & Engagement

Job Description & Responsibilities

This is a very demanding position which requires good communication skills, willingness to lead and also be a team player. The position provides an excellent opportunity for career development in nonprofit operations, introduction to leading environmental and conservation groups, non-profit finance operations, email marketing, data base development, event planning, fundraising and project management.

The Manager, Operations & Engagement is expected to be knowledgeable of both ESCA and ESN policies and procedures as it relates to the conducting of duties and responsibilities associated with this position.

The Manager, Operations & Engagement reports to the Associate Director and will also be working with the ED and CFO. This is an exempt regular full-time position requiring 37.50 hours weekly and is based in the San Francisco office at 870 Market Street, Ste. 703 San Francisco, CA 94102.

Primary focus of position is the overall responsibility and accountability for ensuring that assigned operational and engagement functional objectives and goals are accomplished. Measurement of performance during annual review will be based on the below responsibilities, revenue goals, and the annual work plan.

Position requirement

Position requires reliable auto transportation to attend campaign planning meetings/events, networking, annual fundraising event, or donor related events (Earth Day, employee engagement projects, etc.) necessary for engagement of donors and campaign clients.

Key position information

Work location: 870 Market Street, Ste. 703 San Francisco, CA 94102
Work hours: Mon.-Fri. 9am-5pm/ 37.5 hours weekly
Salary: \$40,000 -\$45,000
Benefits: Health, dental & vision

Position Duties & Responsibilities – 19.50 hours weekly

Campaign Operations

- Direction, coordination and management of OP (Our Promise California State Employees Charitable Campaign) application process
- Direction, coordination and management of CFC (Combined Federal Campaign) application process

Administrative Functions

- Weekly status meeting with Associate Director to provide reporting of week's action items to be completed, priorities, status of work in progress, questions, challenges, need for assistance, etc.
- Direction, coordination, management and wrap up of AMR (annual materials review)
- Direction, coordination, management and wrap up of updating annual member listing of ESCA's local and common members as well as ES National members for use in CFC. Our Promise , local, multi-state and online campaigns by the ESCA team and by CFO for distributions
- Direction, coordination, management and wrap up of the daily review and opening of mail under the direction and guidance of the Associate Director or CFO
- Direction, coordination and management of communication with affiliated member groups
- Direction, coordination, management, tracking and securing affiliated member group volunteers for representation at various campaign events in both Northern and Southern California
- Direction, coordination and management of disbursement of donor names to local affiliated member groups and to ES National members
- Direction, coordination and management of donor acknowledgement process
- Answering calls, letters and emails from donors, ES State Affiliates, ESN, ESCA staff, researching for answers to their questions, proposing a solution to the problem if necessary and following through on implementing the solution. There maybe some situations in which the call or issue will have to be referred to another team member that is able to answer or handle the situation

Donor Development & Engagement Responsibilities

Primary focus and priority will be donor acknowledgement, donor development, engagement of key campaign clients, and development of employee engagement projects (volunteer, education, etc.).

- Direction, coordination and management of scheduled annual on line appeals and cross promotions (End of Year, #Giving Tuesday, Earth Month, etc.)
- Direction, coordination, management, and distribution of e-newsletter six (6) times a year using ConstantContact
- Direction, coordination and management of ConstantContact, DonationPay, Facebook, etc.

Marketing, Communications and Social Media

- Develop external communications plan as a key strategy to support campaigns, relationship building and engagement goals, including a strong social media strategy
- Produce print and electronic communications to ESCA's target audiences through social media, print, website, and e-newsletter.
- Serve as Logistics Lead for EarthShare California annual fundraising activities not associated with annual workplace giving campaigns

EarthShare California Member Organization and Board Relationships

- Coordinate with Executive Director & Associate Director to develop annual work plan to meet revenue objectives
- Serve as staff lead to Affiliate Relations Committee
- Direct, design and conduct annual membership orientation and training to support ESCA's strategic objectives

Finance Operations Responsibilities– 18 hours weekly

Finance operations is a vital function to ensure the financial health of the organization. Responsibilities demand accuracy of input, attention to detail, communication with CFO, an understanding of Access and Excel.

Accounts Receivable

Employee giving campaign pledges

- Ensure all pledges are accurately processed and recorded in ACCESS database in a timely manner, and in compliance with FASB standards
- Maintain all related reports/worksheets, especially master campaign data worksheet
- Respond to inquiries for information from donors, campaigns, development staff, etc.

Cash Receipts

- Process all checks received including coding and depositing (through lockbox or physical deposit)
- Process all credit card transactions including coding and transmitting
- Create and enter check batches
- Maintenance of online portals for EFT (electronic funds transaction) deposits

Qualifications

Key requirements are Bachelor's degree and 1-2 years of professional office management experience with a non profit or private sector organization. Appropriate experience as an intern will be acceptable in lieu of a salaried position.

Demonstrated experience in office management, administration and operations or leadership positions within the non profit or private sector. Exposure as office manager to data entry or accounting is highly desirable. Salary offered is based upon position duties, revenue generated by region and comparable salary data for an organization the size of EarthShare California.

- Computer literacy (Microsoft office, Access, Excel); additional technology and social media (FaceBook, Twitter, YouTube, etc) knowledge is helpful
- Experience with database querying tools in ACCESS
- Excellent written and oral communications skills, including public speaking
- Employs effective time management to meet deadlines. Great organizational skills, strong analytical skills and high attention to detail are a must.
- Genuine desire to promote environmental causes and work in a progressive, conservationist organization
- Excellent skills in building relationships and working with a diverse audience
- Ability to work independently, multi-task effectively and be collaborative in a self-managed team environment

Resume and cover letter will be accepted until **January 31, 2017** and should be sent (Word document preferred) to Pat Smith, Executive Director, at pat.smith@earthshareca.org Position to be filled on or about **February 16, 2017**

One environment. One simple way to care for it.®