



NATIONAL ENERGY & UTILITY AFFORDABILITY COALITION

Position: Operations Director

Position Type: Full-time Exempt

City: Washington

State: DC

Postal Code: 20036 (telework available)

Salary: \$60,000 to \$80,000 annually, based on qualifications and experience

Benefits: NEUAC offers a competitive benefit package that includes paid time off, paid holidays, group health insurance, professional development, remote workplace flexibility, commute subsidy, travel opportunities, and more.

Organization Information

The National Energy & Utility Affordability Coalition (NEUAC), a 501(c)3 nonprofit organization, was formed as a broad-based coalition of diverse member organizations and individuals working to highlight the energy needs of low-income households and advocating for policies and programs to help reduce their energy burdens. For more information, visit <https://neuac.org/>.

Position Details

The Operations Director reports to the Executive Director and is responsible for overseeing the broad administrative functions of the organization. The Operations Director will play a critical role in ensuring smooth day-to-day operations for the organization. As a national organization working with a small staff, the ideal candidate will also be prepared to lead project work in the areas of membership, fundraising, event management, and advocacy. This is a front-facing position at NEUAC and requires daily interaction with diverse audiences as well as an ability to balance multiple priorities.

Administrative/Financial:

- Prepare orders for materials and supplies, follow procurement procedures, write check requests, make bank deposits, and enter information in financial database (QuickBooks)
- Assist with preparation for the annual audit, IRS Form 990, insurance and tax requirements, and other financial processes
- Maintain paper and electronic files for NEUAC; keep files orderly, up to date, and in compliance with organizational requirements
- Manage databases and mailing lists, including but not limited to Neon membership database, MailChimp account and email lists, and event registration websites
- Prepare reports and materials as needed for the Board of Directors and board committees
- Provide tier one technical support for members and stakeholders as needed
- Interact with the board and chairs of committees to set meetings on a regular and predictable schedule, send invitations to meetings, and attend/take notes during meetings as needed
- Cooperate with staff and contractors to carry out the work of the organization

Fundraising, Membership, and Communications:

- Design membership and fundraising campaign documents, including creation and implementation of effective plans for the organization, working within established budgetary goals
- Create campaign collateral, draft appeals, and respond to stakeholders in conjunction with the Executive Director
- Identify and target additional fundraising opportunities and potential members
- Assist board members with conducting outreach to their networks, lapsed members, and non-member event attendees
- Create and disseminate mass emails and other communications to stakeholders as needed
- Manage NEUAC webinar series

Events and Advocacy:

- Coordinate with conference planners and event volunteers
- Lead meetings/trainings/webinars as needed
- Create informational documents, agendas, and forms; present in virtual or printed formats using Adobe InDesign or similar tools
- Present on energy affordability topics at national, state, local training events as assigned by the executive director
- Create conference program, other collateral, and procure materials for events
- Prepare, set up, execute, and tear down at board meetings and other events
- Update and release yearly state data sheets
- Support executive director in advocacy efforts

Other:

- Ability to flex communication style to multiple cultural environments
- Perform research on energy-related topics, federal funding trends, and other topics related to the mission of NEUAC
- Interface effectively and professionally with NEUAC staff, contractors, vendors, members, board members and other stakeholders
- Work in conjunction with the Executive Director and Board of Directors to shape the broad strategies of the organization, and implement those strategies
- Substitute for executive director at meetings, events, and conference calls as needed
- Support additional data projects as needed
- Additional duties as assigned

Qualifications:**Required**

- Genuine passion to serve the needs of underserved communities and vulnerable populations
- Five or more years of experience in nonprofit operations, government program administration, fundraising, and/or fiscal operations; preferably with a membership-based nonprofit organization
- Experience working directly with people from diverse racial, ethnic, and socioeconomic backgrounds

- Excellent written and verbal communication skills, and ability to present to diverse audiences, specifically racially, ethnically, and socioeconomically diverse communities
- Detail-oriented person with strong organizational and planning skills
- BA/BS or higher education in a related field
- Experience and mastery-level competence with technology including social media, Zoom, large-scale mail accounts (e.g. MailChimp or Constant Contact) and MS products including Excel, Word, PowerPoint

Preferred

- Knowledge of QuickBooks or other financial software; accounts payable and receivable; grantwriting and grants management
- Knowledge of utility practices and procedures related to customer service
- Nonprofit fundraising experience
- Nonprofit federal or state advocacy experience
- Experience with website development, event registration software (e.g. EventBrite, Cvent)
- Experience with nonprofit CRMs (e.g. Neon or other member-tracking software)

NEUAC is an equal opportunity employer.

We celebrate diversity and are committed to creating an inclusive environment for all employees.