

## **Manager of Association Operations North Carolina Nurses Association**

The **Manager of Association Operations** is a full-time team member responsible for assisting the Executive Staff in developing, coordinating, directing and administering all aspects of association operations, especially in the focused areas of administrative operations, governance operations and facility management. Applicants should have strong skills in managing teams, projects, resources, and deadlines.

### **Governance Operations:**

The Manager of Association Operations provides significant time and expertise in the area of overall governance support to ensure the effective contribution of volunteers and implementation of designated programs of work as directed by NCNA's strategic priorities. Responsibilities include:

- Serving as primary staff leader, facilitator and key contributor for the work of multiple volunteer groups to ensure implementation of the designated group(s) program of work as directed by the NCNA strategic plan and Board of Directors. Related responsibilities include providing logistical and operational support to various committees including organizing and attending meetings (both in person, online and conference calls), agenda development, compiling meeting summaries/reports, and maintaining meticulous digital and paper records. Groups may include but are not limited to: North Carolina Foundation for Nursing Board of Trustees and related subcommittees, Awards Committee, Special Projects Fund Committee, Bylaws Committee and other committees as assigned.
- Collaborating with CEO on the implementation of NCNA's multi-year strategic plan, including dashboard development, tracking and reporting of key metrics.
- Partnering with CEO in providing direct support to the Board of Directors, including planning and executing quarterly Board meetings/retreat, email votes, and logistics.
- Assisting with producing, maintaining and updating policy manuals, bylaws and other documents under the direction of the CEO and Board of Directors.
- Development and maintenance of volunteer job descriptions and accountability

requirements.

- Collaborating with Executive Staff and volunteer leadership to facilitate the training and orientation of new chairs of committees, advisory groups and task forces.
- Oversight of volunteer interest data including solicitation/verification of volunteer participation documents (conflict of interest, etc.)
- Evaluating existing programs, services and procedures to determine progress toward stated goals and objectives and recommends changes to the CEO.
- Serving as project manager and/or team lead on association projects.

**Administrative Operations and Facility Management:**

The Manager of Association Operations ensures the effective and efficient day-to-day operations of NCNA by facilitation the management of all general operations such as internal administration, vendor/supplier relations and facility management. Responsibilities include:

- Development and implementation of office best practices and the systems and processes to support an efficient and effective office.
- Managing all association related agreements and facilitation of the review, negotiation and signing of any new or renewed agreements, as well as any related RFPs and solicitations of bids.
- Negotiating and reviewing event contracts; obtaining event certificates of liability
- Administration of the Association's statewide elections
- Developing and maintaining production schedules, vendor records and contract renewal schedules, and other work plans, as needed.
- Management of the facility (building and property), tenant relations/negotiations and other building/property needs including development of capital budget and long-range capital improvements plan for building, information technology, etc.

- Serving as lead staff contact for outsourced Information Technology services; responsible for basic in-house IT services (training to be provided) and serving as in-house expert on various technology platforms (training provided).

Candidates must be self-motivated problem solvers, able to work independently and manage their time well without supervision. In this job, you will be given general goals to accomplish but you will need to determine on your own what steps to take to accomplish them. The position requires:

- A demonstrated commitment to excellent member service and willingness and ability to work successfully in a small team environment.
- A Bachelor's degree and 5 or more years of professional experience required, preferably in an association environment.
- Strong analytical and critical decision making skills utilized to drive continuous quality improvement in operations. Demonstrated ability to be a systems thinker.
- Strong written communication skills, including expertise in writing, spelling, grammar and proofreading
- Strong verbal communication skills, including presentations to the Board of Directors and membership
- Ability to plan and effectively present ideas and concepts to groups
- Short and long term project management skills: Experience in prioritizing, delegating, and managing projects from inception to completion
- Ability to work independently with volunteer leaders and committees.
- Leadership skills and ability and willingness to set a constant example of excellence in the eyes of other staff team members, association members and members of the collaborating community.
- Strong organizational and project management skills, including demonstrated ability to juggle multiple priorities and tasks, work independently and administer approved budgets.
- Excellent grasp of technology – including Microsoft Office software (Outlook, Word, Excel, PowerPoint); and the ability to learn new software (such as the membership database).
- Ability to perform work outside of regular business hours on an as needed basis, including occasional nights and weekend work. This is an exempt, full-time position.
- Ability to travel, including occasional overnight stays.

