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Job Posting

Conservation Engagement Manager

Date Posted: July 30, 2020

Location: Resource Central, Boulder, Colorado

Job Status: Full-time, exempt

Reports To: Program Director: Water & Energy

Compensation: Competitive compensation and benefits package

Application Process: To apply please send a cover letter and resume to HR@resourcecentral.org with the subject line "Conservation Engagement Manager"

About Resource Central

We're thirty people in Boulder determined to make conservation so simple that people don't even realize they're doing it. Founded in 1976, our nonprofit's programs in water, energy, and waste have helped more than 600,000 people improve their homes, conserve natural resources, and save money. Learn more at: ResourceCentral.org.

Job Purpose

Water is one of the most important issues facing Colorado – and we're looking for a proven leader to help expand our conservation programs throughout the region. Resource Central, through a variety of popular conservation programs and in partnership with over 30 water providers, helps homeowners across the Front Range learn about and practice water conservation and sustainable landscaping. With a goal of conserving one billion gallons of water by the year 2020, Resource Central is at the forefront of empowering Colorado residents to use less water through our assortment of approachable, practical, and fun program offerings. The Conservation Engagement Manager will play an essential role through cultivating and maintaining relationships with Resource Central's 30+ municipal and utility partners and be the main point of contact regarding water conservation program deliverables. Resource Central is seeking an energetic, analytical people-person to steward key relationships and deliver on a mission of ensuring a sustainable future for Colorado's urban water supply.

Resource Central provides tremendous benefits including: health, dental, vision, life insurance, 403b retirement plan with match, generous paid time off and paid holiday offerings, reimbursement on a fitness membership, free bus pass and more.

Principal Responsibilities

The principle duties of this position include, but are not limited to, the following:

- Act as strategic partner and liaison between Resource Central and our over 30+ utility customers ensuring effective communication and timely reporting that leads to productive and growing relationships
- Work cross-functionally with program staff to gain full awareness of all aspects of operations to provide up-to-date information, clear road-blocks and manage expectations with external stakeholders
- Analyze engagement systems, processes and procedures and implement improvements to ensure there is a shared understanding of roles, timelines and goals between Resource Central program operations and utility partners, document all processes
- Manage yearly partner contracting process from start to finish
- With support from water program staff, lead all external reporting including the Water Programs Annual Report and the Slow the Flow Impact Analysis

- In collaboration with outside stakeholders, create and implement a utility facing marketing tool-kit with a goal of meeting or exceeding all targets of program participation and work with partners to ensure agreed upon promotion occurs in accordance with program needs

Desired Outcomes

- Develop long-term strategic relationships with utility partners, identifying the unique needs and how they can best be served by Resource Central's water conservation offerings
- Actively contribute to all impact and financial goals being met and demonstrate proactive problem solving
- With senior staff, growth strategy for programs developed, formalized and implemented, leading to significantly expanded program impact and improved program performance
- Continuous system improvements, leading to improved impact and efficiency
- Active participant in all water program areas, leading to increased impact, success and recognition for Resource Central's water program work

Skills and Abilities

- Ability to take initiative, solve problems and manage projects independently
- Strong drive to help customers achieve their goals and maintaining a positive attitude are essential
- Knowledge and understanding of how to develop strong trust-based external stakeholder relationships
- Ability to balance multiple priorities and set effective schedules while keeping track of both the high-level progress and small details
- Strong critical thinking and strategic thinking skills
- Experience compiling technical reports and an ability to synthesize complex information and processes
- Excellent computer skills
- Familiarity with water conservation, natural resource management, and/or non-profit management highly desired

Essential Functions

- Proven experience leading a project or program with minimal supervision
- Must have valid driver's license and access to a working vehicle. Travel to other Front Range cities occasionally required.
- Additional time may be required, including occasional weekend and evening work

Desired Qualifications

- Bachelor's degree
- Minimum of 3-5 years of responsible leadership experience in program management and/or a professional role with high degree of stakeholder engagement and customer service
- Excellent interpersonal skill and demonstrated ability to form long-term, productive working relationships
- Experience leading marketing efforts and gaining buy-in from multiple stakeholders to accomplish shared goals

Expectation for All Employees

- Support Resource Central's mission and exhibit a commitment to:
- Promoting innovation, excellence, and respect for the long-term sustainability of our environment
- Working collaboratively, with integrity and respect for fellow employees, associates, and our communities
- Embracing personal responsibility and accountability for your job.

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Resource Central is dedicated to equal employment opportunities. We provide equal employment opportunities to all individuals based on job-related qualifications and ability to perform a job, without regard to age, sex, sexual orientation, race, color, religion, national origin, disability, marital status, military status, gender expression, genetic information or any other classification protected by applicable state or local law. It is our policy to maintain a non-discriminatory environment free from intimidation, harassment or bias based upon these grounds.