



Director of Operations - Sacramento

The Northern California World Trade Center (NorCalWTC) is the largest international business organization serving the Greater Sacramento, Central Valley, and Bay Area mega-region. The NorCalWTC has an annual budget of \$720,000, offices in Sacramento and San Francisco, and a staff of six.

NorCalWTC Vision: Our vision is a prosperous Northern California that is globally-fluent, internationally-connected, and economically-vibrant.

NorCalWTC Mission: The Northern California World Trade Center helps California companies develop their international business through education, resources, and connections.

Position:

The Director of Operations is based at the NorCalWTC's main office in Sacramento. Working closely with the President/CEO, the Director of Operations fulfills management responsibilities, including administration and financial oversight while assisting with the supervision of a team of five full-time employees, several interns, and consultants (as needed) to ensure the organization achieves its mission.

Specific Responsibilities include but are not limited to:

Management Role (25%). With the President/CEO, ensure smooth business operations and establish employee goal and performance standards to support the NorCalWTC mission; sustain team performance by providing the tools and know-how to be most effective.

Tasks include:

- Maintain NorCalWTC internal communications; schedule and facilitate team meetings, agendas, and goal completion milestones. As needed, direct and assist all employees in the accomplishment of their goals.
- Act as NorCalWTC administrative authority: approve expenses, fund requirements, leave/payroll activity, and assist both offices (Sacramento and San Francisco) in maintaining costs while running a high-performance office.
- Provide performance guidance to team; conduct one-on-one meetings, reviews, and other accountability measures; organize staff trainings.
- Direct staff contributions/activity in support of CEO/Board of Directors during quarterly board meetings.
- Establish and ensure compliance with policies and procedures; assist the CEO in budget management/financial planning; and manage the NorCalWTC procurement processes.

Grant Writing (25%)

- Oversee the Community Partnership Grant process and deadlines (including preparing grant reports and reviewing grant budgets).
- Take a lead role in identifying and applying for grants throughout the year (approximately 3-5 grant applications annually).

International Exchanges Support (25%). Assist staff in ensuring the successful operation of the International Visitor Leadership Program (IVLP) and other exchange programs. The NorCalWTC implements the IVLP, a prestigious public diplomacy exchange program, for approximately 400 international professionals annually in partnership with the U.S. Department of State.



Tasks include:

- As needed, serve as the backup programmer for the Associate Director of International Programs & Events, which includes organizing professional and cultural programming for international visitors (writing proposals, scheduling meetings, writing itineraries, accompanying groups, and managing after-hours emergencies).
- Ensure compliance with federal government requirements.
- Assist in identifying and determining additional Fee for Service programs, commission opportunities, or other ways to strengthen revenue while serving the organization's mission.

Membership and Board of Directors (15%). Working with the President/CEO and Director of Membership and Trade Partnerships, ensure that trade services, member expectations, and board-related work is fulfilled.

Tasks include:

- Prepare board meeting agenda/packet and advisory committee agendas.
- Serve as the Board of Directors' Secretary and staff expert; produce meeting minutes, provide additional insight to participants, and (as needed) present on organization and activities.

Outreach and Communications (5%). The Director of Operations is responsible for assisting with the execution of a comprehensive communications strategy that achieves broader awareness of the NorCalWTC and its programs.

- Assist in the development and distribution of promotional materials, including web pages, press releases, brochures, and social media updates.

Events (5%). Along with other team members, the Director of Operations participates in coordinating the NorCalWTC's signature International Business Luncheon and other occasional small-scale events.

Tasks may include:

- Arrange event logistics (venue, catering, A/V); collaborate on program development and promote events through communications.

Education/Experience:

Bachelor's (Master's preferred) and at least 4 years' relevant experience.

Skills and Attributes Required:

- Successful grant writing experience.
- Effective decision making skills and experience supervising staff and interns.
- Budget, financial management, and administrative experience, preferably for nonprofit organizations.
- Creativity, initiative, strategic thinking, maturity and excellent problem solving skills.
- Excellent interpersonal and communication skills, both oral and written.
- Experience managing exchange programs strongly preferred.
- Computer Skills: Microsoft Office

Applicants:

- Interested candidates should email a resume and cover letter that highlights their interest and unique qualifications for the position to kmath@norcalwtc.org with the subject line "Director of Operations Position."

Posted December 13, 2017. Application period will remain open until the position has been filled.