Executive Assistance & Operations Manager

Overview

Green Building Alliance’s (GBA) Executive Assistance and Operations Manager oversees organizational operations and efficiencies, provides support to the Executive Director and leadership team, manages internal financial processes (including grant management), leads human resources activities, and organizes staff professional development. This position will be integral to providing essential support to the Executive Director and leadership team, enhancing operational effectiveness and efficiency, and contributing to staff performance and creating a positive organizational culture. This position reports to GBA’s Executive Director and works closely with all staff.

Green Building Alliance (GBA) advances innovation in the built environment by empowering people to create environmentally, economically, and socially vibrant places. As Western Pennsylvania’s founding authority on sustainable design, GBA drives the market for healthy communities while equipping designers, manufacturers, developers, educators, and policymakers to catalyze systemic change. Named one of the Pittsburgh Business Times’ Best Places to Work, GBA offers competitive compensation packages, flexible work schedules as needed, investment in ongoing personal and professional development, jovially intelligent co-workers, a strong purpose-driven team atmosphere, and a commitment to helping every building and community be sustainable so every person can thrive. gba.org

Duties

Support Executive Director:

- Serve as primary point of contact for Executive Director; provide excellent customer service to all stakeholders including funders, Board of Directors, partners, sponsors, members, and all members of GBA’s network
- Coordinate and schedule meetings
- Prepare advance materials as needed to support meetings and ongoing projects
- Coordinate all travel logistics for ED and other staff as needed; complete event registrations
- Support special projects, including larger initiatives and strategic planning, with coordination of meetings and communication with stakeholders
- Prepare all Board of Director meeting packets, coordinate logistics, attend meetings, and take minutes
- Maintain GBA Board minute book, board term spreadsheet, and official non-profit documentation
- Arrange new board member orientations
- Manage online organizational system for all board materials
- Organize all board committee meetings and provide/manage supporting documentation

Support Internal Financial Operations:

- Ensure operational activities remain on time and within a defined budget with accurate coding for specific programs, grants, and purposes
- Manage internal financial processes, including preparing appropriate expense and accounting reports for Bookkeeper, overseeing accounts payable/receivable and bank accounts, etc.
- Prepare Executive Director expense reports; review all staff credit card transactions and expense reimbursements to ensure proper coding and alignment with budget and grants
- Prepare and send invoices as necessary
- Prepare QuickBooks reports as requested for program and grant documentation
• Collect W-9 documentation for 1099 vendor form processing
• File, maintain, and shred all related documents per GBA’s retention policy
• Work with auditor on annual audit and completion of 990 and BCO-10 forms
• Assist in the preparation of all GBA funding proposals and reports; track each and manage staff to meet grant proposal and report deadlines

**Oversee Human Resources:**
• Provide and oversee human resources activities, including employee onboarding and offboarding and staff professional development/training opportunities
• Lead, motivate, and support staff through staff/team professional development opportunities, problem resolution, and individual performance needs
• Manage GBA’s 401(k) plan, including processing all related paperwork and deposits, providing staff with critical information, and collaborating with broker
• Manage all GBA health care plans, including processing related paperwork for employee additions, deletions, and changes; serve as liaison with health insurance broker; research alternate plans as necessary; process disability claims
• Track employees’ timesheets, including regular, vacation, and sick hours
• Maintain all personnel files and consistently handle personnel issues that require discretion with trust and confidentiality
• Update personnel policies and employee handbook as needed to align with employer best practices and applicable laws
• Communicate and collaborate with HR Consultant as needed

**Manage Operational Activities and Provide General Support:**
• Maintain regular communication with management team, staff, and vendors to ensure proper operations of the organization
• Provide excellent customer service to all GBA constituents, whether by phone, in person, or at organizational events
• Develop, implement, and maintain quality assurance protocols
• Grow the efficiency of existing organizational processes and procedures to enhance and sustain the organization’s internal capacity
• Actively pursue strategy and operational objectives
• Establish a strong environment of trust and confidentiality
• Maintain and manage internal content management database, with support of tracking data metrics and impact results as well as stakeholder contact details; serve as primary liaison to all IT-related vendors
• Serve as proofreader for all GBA materials that are published for external audiences, including webpages/blogs, email footers, flyers, programs, brochures, etc.
• Work with insurance broker to ensure adequate organizational insurance coverages are in place
• Order office supplies and maintain all office operational needs, including relationships with vendors
• Get, sort, and distribute mail

Contribute to other special projects as needed and desired given candidate interests, background, and experience

All other activities deemed necessary by GBA’s Executive Director.

**Education, Skills & Abilities**

• 10+ years of experience in executive assistance/CEO support, operations management, staff management, or project management
• Multiple years in financial and account reporting
- Passion for the built environment and community development, including the environmental, social, and economic outcomes of healthy, high-performance spaces and sustainable development
- Ability to develop familiarity with green building and sustainability content, language, and metrics at all scales
- Exceptionally motivated and independent-thinking multitasker to contribute to the success of a high-functioning team:
  - Possession of excellent organizational skills; detail-oriented and task-driven
  - Ability to manage multiple projects at once within a fast-paced environment
  - High level of integrity and commitment to excellence, with ability to respond quickly to change and create flexible approaches to new challenges
  - Ensures confidentiality of information and supports rules and ethics of the organization
  - Creativity in analyzing and solving problems with envisioning system-level solutions
  - High energy, drive, and entrepreneurial spirit; self-starter with a positive attitude
  - Strong interpersonal skills and ability to cultivate and grow relationships with diverse constituencies
  - Bring optimism, support, and compassion to work daily
  - Serve as a leader within the organization and build/contribute to a strong, positive organizational culture
- Excellent written, verbal, presentation, and facilitation skills:
  - Clear communication style
  - Ability to convey and translate GBA’s mission-centered message and programs with both quantitative and qualitative information to diverse audiences
- Proficiency with Microsoft Office programs (Outlook, SharePoint, PowerPoint, Word, Excel, Teams)
- Working knowledge of content management databases and organizational management programs and financial software, including QuickBooks and Dynamics 365.

**GENERAL REQUIREMENTS**

- Based at GBA’s offices on Pittsburgh’s South Side in The Highline, a mixed-use, riverfront development offering access to bike trails, green spaces, a workout facility, coffee shop, and businesses
- Ability to have a flexible work schedule, including some early mornings and evenings for events
- Local travel and driver’s license required; willingness and ability to use own vehicle on company business (mileage reimbursement provided). Infrequent regional travel (with notice) is also anticipated.

*GBA strives to create a diverse and inclusive workplace. We highly encourage qualified applicants regardless of age, color, creed, disability, ethnicity, gender, gender identity or expression, marital status, national origin, race, religion, sexual orientation, military or veteran status (or any combination of these or related factors) to apply for consideration. GBA is an Equal Opportunity Employer.*

Submit applications via email to hr@gbapgh.org by March 10, 2020