



## Events and Operations Manager

### Position Overview

The US Water Alliance (Alliance) is in search of an energetic, creative force recognized for delivering exceptional virtual and in-person events from ideation to post-event closeout.

Alliance events are a vital tool in our central role as a convener and action catalyst. Our [events](#) give voice to the passion we have for all we do. Well-executed events are key to our success and require a passionate, highly organized, detail-oriented, and motivated individual to serve as the lead for event planning and production.

The Events and Operations Manager leads the planning, organizing, and execution of internal and external events such as national and regional convenings, webinars, and workshops. This role involves supporting various events to align them with our [Programs](#), [Communities of Practice](#), and [Key Issues](#), promoting our values and initiatives while effectively engaging our current and prospective members and partners.

*If you're excited about this role and our vision, we encourage you to apply even if you don't believe you meet every single requirement or qualification in this job description!*

### About the US Water Alliance

The US Water Alliance is a member-supported national nonprofit that aligns diverse stakeholders to develop common-ground and transformational solutions to our nation's most pressing water challenges. Our nearly 200 members and partners include utilities, public agencies, community organizations, engineering and technology firms, environmental groups, agricultural interests, labor unions, researchers, artists and culture bearers, and many others. We:

**Educate** the nation on the true value of water and engage an expanding base of One Water champions through mutual discovery, learning, and communications.

**Initiate** new approaches and solutions to our most pressing water challenges, leveraging powerful partnerships, authentic engagement, and cultural strategies to advance One Water solutions.

**Accelerate** the adoption and scaling of the mindset, practices, and policies behind the One Water approach to advance a better quality of life for all.

**Celebrate** what works to advance the One Water movement and solutions to inspire and spread innovation in water system transformation.

For more information, please visit our website at: [www.uswateralliance.org](http://www.uswateralliance.org).

## **What You'll Do**

Reporting to the Chief Operating Officer, the Events and Operations Manager will lead the charge to deliver seamless, impactful, and memorable experiences that maximize engagement while ensuring a world-class experience at every touchpoint. This includes working across the organization to project plan, coordinate logistics, and execute virtual and in-person events that are strategically aligned with the Alliance's objectives. The Alliance typically plans and hosts in-person events ranging from 20-person leadership Institutes to [One Water Summit](#) with over 800 attendees.

## **Event Management**

### Pre-planning

- Determine event dates, establish timelines and deadlines, develop RACI charts and run of show
- Research and negotiate venue(s), catering, transportation, accommodations, AV, display, equipment rental, décor companies, and other services as needed
- Conduct site visits
- Manage execution of applicable Consultant Agreements (CA)
- Assist in developing and managing event budgets
- Communicate event details and updates with stakeholders
- Manage registration via event registration platforms (i.e., CVENT)
- Arrange travel for internal and external participants (air, ground transportation, and hotel rooms)

### On-site

- Manage all on-site logistics and event assets (i.e., registration, materials, food and beverage, meeting room layout/setup/signage, guest rooms, and travel itineraries)

### Post-event and ongoing

- Verify the final attendee list and cross reference for accuracy
- Partner with the finance team to process invoices and payments (i.e., vendor, consultant, honoraria, and other out-of-pocket expenses)
- Maintain event analytics, metrics, and reporting
- Support post-event evaluations to identify areas for improvement
- Stay on top of trends and new tools in the event space, share best practices, new vendors, and event locations for internal and external-facing events
- Support program teams with additional tasks and responsibilities as needed

## **Organizational Support**

- Implement and maintain efficient project and program management systems including relationship management, grant management, and performance reporting processes.
- Develop and execute work plans to effectively manage program and project delivery, ensuring alignment with project schedules, budgets, and partner and funder expectations through adaptive management approaches.

- Participate in fundraising activities including (but not limited to) writing proposal narratives and reports to grantors and funders.
- Support consultant and vendor management by assisting with tasks such as developing and reviewing scopes of work, managing contracts and invoices, and ensuring deliverables meet high-quality standards.
- Contribute to the development, monitoring, and management of event and grant budgets, actively tracking expenditures and ensuring the effective allocation of resources to support program goals and objectives.
- Coordinate and lead the project management of a wide range of events such as meetings, training workshops, peer learning exchanges, conference sessions, and other gatherings both in-person and virtually. This may involve supporting the design of meeting formats, securing suitable speakers, facilitating internal planning discussions, tracking action items, and conducting evaluations and follow-up activities.

## **What you bring to this role**

The Events and Operations Manager must be detail-oriented, show a high level of professionalism and customer service, and take ownership of program success and participant satisfaction.

### Education and Experience

- Bachelor's degree in a relevant field of study such as Hospitality, Marketing, Public Relations, Communications, or Business Administration
- Five (5) years of professional meeting management experience including on-site event coordination and vendor management experience with third-party vendors (i.e., hotels, DMCs, convention centers, and transportation companies)
- Strong communication (oral/written), collaboration, and interpersonal skills to enable smooth interactions between multiple parties (external and internal) that result in successful events and continued partnerships

### *Desired*

- Certified Meeting Professional (CMP) credentials
- Budget or grant management experience a plus
- Nonprofit or membership association experience a plus

### *Physical Requirements*

- **Sitting and Standing:** Extended periods of sitting while coordinating logistics, managing budgets, and communicating with stakeholders. During events, standing for long hours to oversee operations is typical.
- **Lifting:** This role requires the lifting and carrying of heavy boxes at events and is expected to help set up at smaller events, including boxing and unboxing event supplies and setting up rooms, tables, etc.

- **Travel and Attendance at Events:** Being physically present at in-person events is essential. This involves travel to various locations for meetings, conferences, and other events including overnight trips (up to 25 percent). It may also involve early mornings, evenings, and weekends, depending on the event schedule.

#### Software/Technology

- Microsoft Office Suite: Excel, Word, PowerPoint, Outlook, Teams
- Experience in industry-specific software such as Salesforce, Adobe Sign, CVENT, and virtual meeting platforms

#### Abilities

- Manage projects and programs including task planning and prioritization, budget and timeline management, completing project or program deliverables independently, and contributing to the completion of grant reports
- Demonstrate capacity for critical, independent, and creative thinking
- Discern the appropriate information that needs to be shared with specific stakeholders and partners and communicate and deliver promptly
- Build and cultivate vendor relationships to help mitigate costs and negotiate contract terms that are favorable to the Alliance with suppliers related to production, hospitality, logistics, food and beverage, creative services, supplies, and other elements
- Plan and execute virtual and in-person events
- Lead meetings and conference calls with cross-functional teams, provide guidance, make excellent decisions, and define next steps
- Analyze event success and prepare reports and reconciliations promptly
- Oversee consultants and meeting coordinators as needed
- Collaborate effectively with diverse stakeholders and utilize inclusive approaches to engagement

#### Mindset

##### *You are:*

- Always striving for improvement and enjoy keeping up-to-date on event technologies, trends, and best practices
- Innovative—able to think outside of the box and excited to roll up your sleeves to deliver exceptional quality in a fast-paced environment
- Positive, graceful, and professional while demonstrating passion and integrity in pursuit of the US Water Alliance’s mission
- Flexible and open to changing conditions
- Committed to and have experience with principles of diversity, equity, and inclusion at the institutional and interpersonal levels

### **Compensation and Location**

In addition to a competitive salary of \$70,000 – \$90,000\*, the US Water Alliance offers an excellent benefits package that includes paid vacation, health, vision, and dental insurance, as well as a 401(k)-retirement plan. Qualified candidates will be considered

regardless of location. While most work is performed remotely, travel will be required for occasional on-site events, gatherings, and program and/or development needs.

\*The actual salary offer will carefully consider a wide range of factors including skills, qualifications, education, training, experience, and internal equity.

## **To Apply**

Please send your CV/resume and cover letter to [hr@uswateralliance.org](mailto:hr@uswateralliance.org) with “Application: Events and Operations Manager” in the subject line. **Applicant materials will be accepted through September 15, 2024.**

## **What to Expect**

We’ll review your application materials for experience, knowledge, and abilities required to successfully perform the job. Only those selected to advance in this process will be contacted for an interview. Candidates must possess current and valid US Work Authorization and be eligible to work for any US employer without sponsorship.

As part of our standard hiring process for new employees, employment will be contingent upon the successful completion of a background check.

*The US Water Alliance is an equal opportunity employer committed to building and maintaining a diverse staff and a welcoming workplace for all. Applicants will be considered for employment without attention to race, color, religion, sex, sexual orientation, gender identity, national origin, veteran, or disability status.*

*If you require assistance due to a disability in the application or recruitment process, please submit a request to [hr@uswateralliance.org](mailto:hr@uswateralliance.org).*