



## Business Operations Program Associate

### Position Overview

The US Water Alliance (Alliance) is recruiting a resourceful, forward-thinking generalist to support daily continuity by working cross-functionally within Administration, Finance, Human Resources, Information Technology, and Operations.

This position is an important difference-maker that will provide critical support to a team of innovative One Water champions leading efforts to educate the nation on the true value of water and accelerating approaches to water management that build strong economies, vibrant communities, and healthy environments.

If you enjoy being the go-to fixer, working in an evolving, fast-paced environment, and are willing to take on any task to get things done, then this is the right position for you! We will rely on your ability to adapt and seek out creative solutions while delivering excellent customer service and building strong relationships.

*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).

## **Position Overview**

Reporting to the Chief Operating Officer, the Business Operations Program Associate will assist in the development and implementation of operational systems and procedures to support organizational goals and strategy in addition to routine tasks supporting accounts payable/receivable, human resources, research and data management, and other organizational activities.

### ***Key responsibilities include but are not limited to:***

#### Accounts Payable/Receivable

- Acquire and compile invoices for payment validating contract terms, coding, and accurately posting payments to accounting software promptly.
- Manage vendor relations concerning payment information and invoice discrepancies.
- Create an aging report for review and monitor accounts to identify outstanding debts.
- Contact members and partners via phone to request payment status on overdue invoices, sending follow-up emails and letters as needed.
- Maintain a record of all communication with clients regarding payment status.

#### Human Resources

- Assist with updating job postings on various platforms.
- Create and maintain a list of employment organizations to build a database of referral partners.
- Schedule and coordinate interviews between candidates and hiring managers, ensuring a smooth and timely interview process.
- Maintain regular communication with candidates throughout the recruitment process, providing updates and guidance as needed.
- Issue offer letters and engage with hiring managers, soon-to-be employees, and relevant staff to ensure a smooth and welcoming onboarding process for new employees.
- May assist in facilitating employee training and the annual performance appraisal/goal-setting process.
- Assist with payroll processing as needed.

#### Operations

- Collaborate with internal teams to identify opportunities for workflow enhancements and operational improvements.
- Contribute to various operational initiatives to ensure compliance and best practices.
- Support implementation of a contracts and agreement tracking system.
- Assist in user/equipment lifecycle management, including supporting onboarding and offboarding processes.
- Track and analyze key operational metrics to ensure continuous improvement.
- Create and manage spreadsheets and databases, produce reports, compile information, and sometimes analyze results.

#### **Other Duties**

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee for this position. Duties, responsibilities, and activities may change at any time with advance notice. The position may also change direct reports at the discretion of management.

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

The Business Operations Program Associate must possess a strong work ethic, be coachable, able to manage concurrent workstreams, show a high level of professionalism and customer service, and have the desire to learn how to solve problems rather than work around them.

### Education and Experience

- Bachelor's degree in a related field
- At least three years of work experience in administration, operations, finance, accounting, contracting, human resources, or a related field
- Nonprofit or membership association experience a plus

### *Experience with the Following Software/Technology*

- Microsoft Office Suite: Excel, Word, PowerPoint, Outlook, Teams
- File management platforms (e.g., Box, SharePoint)
- CRM software (e.g., Salesforce)
- Virtual meeting platforms such as Zoom, Microsoft Teams, or GoTo Webinar

### Abilities

- Demonstrate capacity for critical, independent, and creative thinking
- Establish and maintain relationships of trust to foster transparency and open and honest two-way communication and collaboration
- Recognize problems, assess situations, gather relevant information from a variety of sources, and respond effectively to identified problems
- Learn quickly to adapt to new and changing priorities, information, and challenges
- Independently plan and prioritize tasks and exercise sound judgment acting within the broader program goals to ensure efficient workflow and successful outcomes
- Exercise discretion with the ability to keep job-acquired information confidential
- Exceptional interpersonal skills; competency in interfacing with members and partners from diverse backgrounds and persuasions in a responsive, professional, and courteous manner
- Excellent writing and verbal communication skills
- Strong follow-through, attention to detail, and a willingness to learn

### Mindset

*You are:*

- Always striving for improvement and enjoy keeping up to date on technologies, trends, and best practices
- Innovative—able to think outside the box and excited to roll up your sleeves to deliver high-quality work
- Positive, graceful, and professional while demonstrating passion and integrity in pursuit of the US Water Alliance's mission.
- 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 \$40,000 – \$70,000\*, 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: Business Operations Program Associate” in the subject line. **Applicant materials will be accepted through October 7, 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).*