



**29 March 2022**

**Job Announcement:** Operations Manager

**Preferred Location:** Seattle, WA, but open to remote locations

**Position Timeframe:** Open until filled

### **Overview**

Are you passionate about the environment? Would you like to work for an international organization that works to protect and preserve the world's forests? Do you like to drive business impact through curiosity, innovation, and a keen desire to do better? Do you like the idea of being the glue that helps hold a team together, working across functions to help the team develop strategy and execute to achieve success? Do you want to be a part of the world's first and most trusted forest certification, working to deliver nature-based solutions to combat climate change? If so, Forest Stewardship Council US is seeking an Operations Manager to lead all internal operations and coordination of our national team while supporting the FSC US President.

FSC US is a distributed team collaborating with more than 250 FSC International colleagues worldwide, as well as environmental and social non-governmental organizations, national and multinational companies, governments, and philanthropies.

This position works across all facets of the FSC US organization, including internal operations, coordination of external partners, board governance, and human resources and is a key member of the FSC US management team.

### **Essential duties and responsibilities**

Our success at FSC-US depends on the efficiency of our organizational processes. To help maintain and grow this standard, we're seeking an experienced operations manager to oversee daily activities.

As an ideal candidate, you'll have a sharp business mind and proven success managing multiple departments toward maximum productivity. You'll be highly skilled in human resources, finance, IT, and other essential business functions. Additionally, you'll display a proven ability to develop and maintain an environment of trust, diversity, and inclusion within your team. Your ultimate responsibility is to increase the operational efficiency of our business processes.

### **Objectives of this Role**

- Maintain constant communication with management, staff, and vendors to ensure proper operations of the organization
- 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 strategic and operational objectives
- Ensure operational activities remain on time and within a defined budget
- Track staffing requirements, hiring new employees as needed

What does this look like on a day to day basis? Here are some of the duties:

### **Operational Duties**

- Execute essential business functions. These include assisting, collaborating and sometimes leading annual filings, registrations, and other similar processes,
- Help lead, motivate, and support the team within a time-sensitive and demanding environment,
- Create and maintain internal systems for tracking and coordinating strategic programs, members, and actions,
- Manage network calendar of meetings and events/activities,
- Manage and work with outside partners and members providing necessary documentation and exchange of information, including accounting, legal requirements, and other similar requests,
- Manage timely data collection to update operation and financial key performance indicators

### **Governance Duties**

- Collaborate and assist the FSC US President to:
  - Coordinate Board and committee meetings, including board packet preparation, audio and visual requirements, speaker confirmation, and recording/distributing minutes,
  - Serve as administrative liaison to the FSC US Board of Directors,
  - Provide support and coordination for the FSC US Board of Directors, including logistical support, issue research and evaluation, and meeting planning,
  - Prepare Board and committee correspondence, and
  - Coordinate other Board activities as needed.
- Lead engagement and expansion of FSC US Membership program

### **Coordination Duties**

- Ensure accurate and up-to-date record keeping for the FSC US office,
- Coordinate global engagement and partnerships with the FSC US president and the FSC US team,



- Set meeting agendas and coordinate meetings, including pre- and post-meeting correspondence,
- Integrate FSC US into FSC International efforts surrounding coordination, reporting, tracking, and fundraising.

### **Human Resources**

- Assist and sometimes manage hiring and onboarding processes,
- Coordinate with FSC Director of Finance to manage payroll processing and benefits administration,
- Oversee administrative support for managing coordination of accounts payable, banking deposits, potential printing of checks, and other financial needs,
- Serve as point of contact between benefit providers and FSC US employees for onboarding, adjustments, and troubleshooting, and
- Maintain the Employee Handbook and create and update additional employee policies as needed.

### **Other Duties**

Perform other duties as requested, delegated, or assigned.

### **Required Knowledge, Skills, & Abilities**

- 5+ years' experience working as an office or operations manager or similar role,
- A passion and talent for detail. The ability to prioritize, organize time, manage diverse activities, and meet deadlines while demonstrating flexibility within a dynamic work environment,
- Excellent verbal and written communication skills with an ability to engage with people and key stakeholders both nationally and internationally with courtesy and tact,
- Curiosity, humility, honesty, and courage to drive success, with awareness of personal biases,
- Capacity to create value through incremental improvements,
- Ability to take and provide clear creative direction in a timely manner, and an understanding of how to scale and prioritize your time between teams and business needs,
- A passion for developing companywide creative processes, correspondence, and other organizational needs,
- Self-starter that is flexible with and open to new processes, changes, and technologies, and



- Ability to occasionally work hours that accommodate colleagues in different time zones around the world.

**This position reports to the FSC US President.**

**To Apply**

Please email your resume and cover letter to Maggie Abel at [m.abel@us.fsc.org](mailto:m.abel@us.fsc.org).

Please reference "FSC US Operations Manager" in the subject line.

**About FSC**

The Forest Stewardship Council is the world's leading and most trusted voluntary forest certification system. It promotes environmentally appropriate, socially beneficial, and economically viable management of the world's forests to deliver benefits for forests and the people who rely on them. FSC offers a positive way for consumers and businesses to address the threats posed by climate change. Simply, FSC-certified forest products like paper, wood, and other related items tell you that the products you buy come from a forest that is responsibly managed.

FSC-certified products directly contribute to the health of forests and forest communities around the world. These products are available at all major US retailers. More than 5,000 North American companies are certified under FSC's chain-of-custody standard, with more than 50,000 companies certified globally. Approximately 155 million acres (about the area of Texas) of forestland are FSC-certified in North America, with more than 550 million acres (about the area of Argentina) certified worldwide.