



JOB DESCRIPTION

Job Title: Senior Manager, Nonprofit Learning Center

Reports to: Director of Nonprofit Services Dept: OD Services
 FLSA Classification: FTE Entity: OneOC Core
 Supervises Others: No

SUMMARY:

OneOC's mission is to accelerate nonprofit success. Through its Nonprofit Learning Center, OneOC provides professional development opportunities for nonprofit leaders and serves as the outsourced training department for nonprofits in Orange County. Reporting to the Director of Nonprofit Services, the Senior Manager, Nonprofit Learning Center, will serve as the lead strategist, ambassador, and revenue generator for the Nonprofit Learning Center, which boasts over 120 trainings per year for over 1,500 nonprofit professionals in Orange County and beyond.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Meets enrollment and revenue goals for OneOC's cohort and certificate programs, training series', and courses in our five core competency areas (Leadership and professional development, business and organizational planning, board excellence, program and volunteer management, and fundraising and marketing)
- Meets revenue and unit goals for Nonprofit Learning Subscriptions; develops and maintains client pipeline and serves as key account manager for active subscriptions and renewals
- Develops annual department budget and ensures that revenue and unit goals are being met on a monthly, quarterly and annual basis
- Schedules and conducts business development meetings with nonprofit organizations to learn more about their training and professional development needs
- Leads Training Steering Team, an internal group of stakeholders that provides support to and feedback on the Nonprofit Learning Center programming and operations
- Audit and refine course catalog based on training evaluations and stakeholder needs; updates and reviews training evaluations and feedback on a monthly basis
- Secures skills-based trainers and develops key objectives for courses; assists with developing course descriptions and training content on a limited basis
- Leads marketing and communications efforts for Nonprofit Learning Center offerings, working with Communications Specialist to strategize on newsletter, social media and digital ad campaigns; collects testimonials from program participants
- Maintains and updates collateral for Nonprofit Learning Subscriptions, cohort programs, certificates and training series, along with digital and PDF course catalogs
- Manages relationships with upwards of forty (40) skills-based volunteer trainers and develop volunteer recognition program for trainers; tracks volunteer hours
- Manages relationships with paid trainers; ensure timely payment and that all paperwork is up-to-date
- Works closely with Director of Nonprofit Services and Community Relations Director to generate relevant grants and sponsorships for Nonprofit Learning Center; tracks in-kind contributions
- Develop, maintain and update content for key OneOC programming, including, but not limited to: V|LEAD, Nonprofit Management Certificate, to-be-named Emerging Leaders Cohort, etc.; performs facilitation duties as needed
- Reviews and updates self-paced and outsourced online training content on an annual basis
- Explores opportunities to create a more inclusive training program, including but not limited to: language services, ADA accommodations, etc.
- Maintains working knowledge of Litmos, Salesforce, SurveyMonkey, Llamasite, Mentimeter, and Articulate 360



- Develops service agreements for Nonprofit Learning Center offerings
- Develops strong community partnerships including nonprofit organizations, corporations and government entities to enhance training program in the community.
- Participates in professional organizations, nonprofit leadership forums and affinity groups to network within the training community. Continues to develop learning knowledge and expertise.
- Works with Administrative Services Manager to ensure that technology, equipment, and cleanliness needs are met for the OneOC Training Room
- Supports the vision and goals of OneOC.

ADDITIONAL RESPONSIBILITIES:

- Participates in board volunteer committees and task forces as assigned.
- Ensures effective and courteous communication with all contacts -- internal and external. Works well with groups of diverse people.
- Maintains current knowledge of and ensures compliance with organizational and department policies and procedures.
- Ensures that all applicable safety requirements for the program and work environment are met; including prompt injury and incident reporting.
- Meets all requirements for confidentiality and for management of corporate, finance and personnel information including distribution controls, secure filing and disposal, and records retention and storage. Reports violations.
- Other duties as assigned.

EDUCATION AND/OR EXPERIENCE:

- Bachelor's degree required; Master's degree a plus.
- Minimum 3-5 years experience designing, delivering and/or selling training and professional development offerings required
- Previous experience developing and delivering training programs required
- Proven project management, facilitation and presentation skills required
- Previous experience developing and managing a budget and revenue portfolio required
- Previous experience in a business development, sales or fundraising role strongly preferred
- Previous experience in managing volunteers strongly preferred
- Previous experience in the nonprofit sector strongly preferred
- Must be proactive and productive in a fast-paced work environment with the ability to deliver high quality work.
- Possesses strong interpersonal, written and oral communications skills.
- Must be organized, a self-starter and an inspirational leader.
- Possesses the ability to work with multiple team functions. Must be a collaborative team player.
- Experience working with funders a plus.

COMPUTER & EQUIPMENT SKILLS:

- Proficient in Microsoft Office Tools such as Word, Excel, PowerPoint, Outlook, etc. as well as video conferencing (Zoom), Internet and email programs proficiently.
- Previous experience using Litmos, Salesforce, Llamasite, SurveyMonkey, Articulate 360, and Mentimeter a plus. Comfortable learning new software and database systems.
- Previous experience using a SmartBoard a plus.
- Has good general knowledge of computer operations; uses a keyboard and calculator proficiently and with a high degree of accuracy.
- Uses typical office equipment.

PHYSICAL JOB REQUIREMENTS:

- Sits for extended periods of time at a computer station or work desk. Stands and walks throughout the day.
- Uses hands and fingers to operate computers and office equipment for up to 8 hours or more each day.
- Requires clear vision at 20 inches or less with or without corrective lenses and vision sufficient to use equipment and drive a car safely.



- Hearing and speech within normal ranges and sufficient for clear communication face to face and on the telephone.
- Lifts up to 10 pounds regularly and 25 pounds occasionally.
- Exposed to typical office environment conditions and noise levels.

MENTAL AND REASONING REQUIREMENTS:

- Uses critical thinking skills to create documents and spreadsheets and interpret information furnished in written, oral, diagram, or schedule form.
- Able to set goals based on available information and to plan work in order to meet deadlines. Able to project likely future occurrences based on current or historic data.
- Uses decision-making skills and judgment to work independently to resolve problems; able to identify those situations that require supervisor intervention for a solution.
- Able to formulate appropriate responses to requests for services and information from internal or external customers.
- Able to understand, comply, and implement established processes, practices, and systems.
- Uses skill and judgment to ensure written or verbal outputs are clear, accurate, grammatical and of appropriate tone.
- Able to present effective and compelling messages to individuals, groups, and the public.

OTHER JOB REQUIREMENTS:

- Organizes workload throughout the day to meet project timelines and deadlines.
- Maintains professional behavior, dress and appearance at all times.
- Attends meetings and trainings as requested.

This position is a full-time, in person, exempt position.

Salary range: \$80K-\$85K

To apply, forward resume to HR@OneOC.org

OneOC is proud to be an equal opportunity employer.