



JOB DESCRIPTION

Job Title: Nonprofit Services Manager

Reports to:	Director of Nonprofit Services	Dept.: OD Services / 1710
FLSA Classification:	Exempt FT	Entity: OneOC Corporate
Supervises Others:	Yes (staff and/or volunteers)	

SUMMARY:

Under the direction and supervision of the Director of Nonprofit Services, the OneOC Client Services Manager organizes, coordinates, and delivers on the established business goals for OneOC services for nonprofits, with a primary focus on membership and nonprofit learning center. This position provides leadership and coordination to the organization's overall community outreach, pipeline development and business goals for the organization.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Develops new revenue through outreach, pipeline development for OneOC memberships, professional nonprofit learning center, and nonprofit related services.
- Generates leads, prospects, and overall pipeline development for nonprofit memberships and the nonprofit learning center.
- Supports the sales and retention strategies in alignment with OneOC's operating plan.
- Utilizes sales tracking, reporting & tools as assigned and reports out on a regular basis as defined by supervisor.
- Stays informed on customer trends and opportunities; monitors and presents relevant data, trends, successes, and exceptions.
- Utilizes Salesforce.com (CRM) for all related sales efforts.
- Communicates effectively and courteously with all contacts – internal and external. Works collaboratively with diverse people, varying in seniority and work experiences. Works with program & development leaders as necessary to promote OneOC services for the organization.
- Organizes workload throughout the day to meet project timelines and deadlines.
- Supports the vision and goals of the OD Department and OneOC.

ADDITIONAL RESPONSIBILITIES:

- Recruits, trains, leads, and develops volunteers and volunteer groups as assigned.
- Attends meetings and trainings as requested.
- Organizes workload throughout the day to meet project timelines and deadlines. Minimizes time spent on personal calls and matters. Meets attendance and punctuality requirements; reports time and attendance accurately.
- Uses skill and judgment to ensure written or verbal outputs are clear, accurate, grammatical and of appropriate tone.

- Maintains current knowledge of and complies with organizational and department policies and procedures.
- Meets all applicable safety requirements for the position and work environment including prompt injury reporting.
- Assists with other duties as assigned on a regular or occasional basis.

EDUCATION AND/OR EXPERIENCE:

- Bachelor’s degree required.
- Minimum of 3 to 5 years’ experience in successful business development position, including account development, account management and client servicing, and a strong desire to be part of building revenue portfolios.
- Strong business acumen with experience in budget preparation, financial analysis, and financial forecasting.
- Possesses strong written and oral communications skills.
- Must be highly organized with proven ability to prioritize responsibilities, handle multiple deadlines and be proactive and productive in a fast-paced work environment.
- Demonstrated ability to work independently on self-directed projects and to collaborate in a team environment to drive sales campaigns from concept through completion.
- Possesses excellent project management skills with an affinity for consistently producing high-quality work and yield.
- Possesses a positive attitude, strong interpersonal skills, leadership qualities and a flexible team-oriented approach to working with others with an intellectual curiosity and professional drive.

COMPUTER & EQUIPMENT SKILLS:

- Uses Microsoft Tools such as Office (Word, Excel, PowerPoint, Outlook), Microsoft 365, OneDrive, as well as internet programs, i.e., Chrome, Firefox, Zoom, DocuSign, and DropBox proficiently. Understanding and fundamental use of Google workspace.
- Experience with Salesforce.
- Has excellent knowledge of computer operations; uses a keyboard and calculator proficiently and with a high degree of accuracy.
- Uses typical office equipment (i.e., fax, phone, copiers).

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:

- 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.
- Uses critical thinking skills to create documents and spreadsheets and interpret information furnished in written, oral, diagram, or schedule form.
- Able to understand, comply and implement established processes, practices, and systems.
- Able to present effective and compelling messages to individuals, groups, and the public.
- Uses skill and judgment to ensure written or verbal outputs are clear, accurate, grammatical and of appropriate tone.

OTHER JOB REQUIREMENTS:

- 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.
- Meets all applicable safety requirements for the position and work environment including prompt injury reporting.
- Maintains current knowledge of and complies with organizational and department policies and procedures.
- Maintains professional behavior, dress, and appearance at all times.
- Drives personal car on work errands and for other purposes; maintains driving record and personal car insurance in accordance with organization's policies and provides related records periodically.
- Will require some work on weekends and evenings.

Salary Range: \$65k-\$70k

Send resumes to: HR@oneoc.org