

**Job Title:** Business and Program Operations Manager

**Organization:** Vernon County Energy District

**Location:** Viroqua, WI

**Reports To:** Board of Directors

**Employment Type:** Full-Time

## **About Us**

Vernon County Energy District is a non-profit organization driven by a passionate and dedicated group of volunteers. Our mission is to help the citizens of Vernon County achieve energy independence, reduce costs, improve their quality of life, and build a healthier, more resilient future.

As we grow and prepare to elevate our impact, we are seeking a dynamic and resourceful Business and Program Operations Manager to join our team. This position will play a pivotal role in ensuring the organization operates efficiently and sustainably while advancing its mission.

Our work has contributed to climate and social impact wins such as supporting clients to create more comfortable and resilient homes, drive down energy use, and keep more money in their pockets. We aim for a positive transformation by making a systemic impact rather than just incremental changes. If you want to contribute your talents and skills to a job that makes a real difference in people's lives, this job is for you.

## **Position Overview**

The Business and Program Operations Manager will oversee the operational, financial, and programmatic aspects of the organization. This role requires a proactive, organized, and adaptable individual who thrives in a fast-paced, mission-driven environment. The ideal candidate will bring expertise in nonprofit operations, customer service, and strategic planning, and will work closely with the Board of Directors to take the organization to the next level.

We respect employees' desire for work/life balance, workplace flexibility, and growth/advancement opportunities. As an important team member, your input will be valued as we collectively strive to make meaningful and lasting change.

## **Key Responsibilities**

### **Organizational Operations**

- Identify and recommend pertinent organizational policies for Board approval.

- Develop and maintain organizational processes and systems to ensure smooth operations.
- Ensure the office environment is comfortable, organized, and conducive to productivity.

### **Financial Management**

- Create and manage organizational and program budgets.
- Track financial performance and provide regular reports to the Board.
- Ensure compliance with grant metrics, reporting, and other funding requirements.

### **Program Management**

- Build on current processes to monitor and evaluate program outcomes.
- Maintain accurate client data to support grant compliance and reporting.
- Contribute to the effectiveness of the customer relationship management (CRM) platform.

### **Communication and Customer Service**

- Provide excellent customer service through phone, text, and email communication.
- Serve as the main point of contact for clients, partners, and stakeholders.

### **Digital and Marketing Support**

- Update and maintain website content to reflect current programs, events, and resources.
- Support the organization's digital presence and online platforms.

### **Strategic Development**

- Collaborate with the Board to develop and execute strategies that advance the organization's mission.
- Identify opportunities for growth, partnerships, and innovation to expand impact.

### **Qualifications**

### **Education and Experience**

- Bachelor's degree in Business Administration, Nonprofit Management, or a related field (or equivalent experience).
- At least 3 years of experience in nonprofit operations, program management, or a similar role.

### **Skills and Abilities**

- Strong organizational and project management skills.
- Proficiency in financial management, including budgeting and reporting.
- Excellent written and verbal communication skills.
- Experience with CRM platforms and digital tools.
- Proficiency in website content management systems (e.g., WordPress).
- Ability to work independently and collaboratively in a team environment.
- Strong problem-solving and decision-making skills.
- Commitment to the mission and values of the organization.

### **Preferred Qualifications**

- Experience with grant writing and reporting.
- Familiarity with nonprofit policies and compliance requirements.
- Proficiency in data analysis and visualization tools.

### **Compensation and Benefits**

- Salary: \$60,000 - \$75,000
- Benefits: PTO, flexible schedule
- Work/life balance and workplace flexibility
- Opportunities for growth and advancement

### **Application Process**

To apply, please submit the following:

1. Resume
2. Cover Letter highlighting your experience and alignment with the organization's mission

### 3. References (optional at this time)

Applications will be reviewed on a rolling basis. Please send application materials to **info@vced.energy** with the subject line “Business and Program Operations Manager Application.”

---

Join us in making a difference. We look forward to welcoming a committed and innovative professional to our team!