

**TITLE:**           **Operations Coordinator**

**LOCATION:** NOWRA, PO Box 982, Westford, MA 01886 (remote position)

**SALARY:**        Dependent on experience and qualifications

**ADDITIONAL INFORMATION:**

Benefits provided consist of vacation, personal and sick leave; health, dental, disability and life insurance; retirement plan. This is a full-time salary position that requires the incumbent to work five days a week. The position is 100% remote.

**BACKGROUND:**

The National Onsite Wastewater Recycling Association (NOWRA) is the largest organization within the U.S. dedicated to educating and representing members within the onsite and decentralized industry. Our members include educators, regulators, engineers, installers, inspectors, manufacturers, suppliers, service providers, and other parties involved in the protection of our water resources and environment.

All segments of the industry are represented on NOWRA's Board of Directors that provide broad perspectives to promote and sustain our industry and service to the public. NOWRA is a Florida registered non-profit trade organization, headquartered in Westford, Massachusetts, with local constituent groups throughout the U.S. and.

NOWRA was founded in 1992 to educate and serve its members and the public by promoting sound federal, state, and local policies, to improve standards of practice, and increase public recognition of the need for and benefits of onsite and decentralized wastewater infrastructure. These systems can sustainably serve a single home, a neighborhood, or an entire community including commercial systems.

**JOB SUMMARY:**

Are you a detail-oriented individual with a passion for organization and efficiency? As an Operations Coordinator at NOWRA you will play a pivotal role in ensuring the smooth operation of the organization and assisting our Executive Director and board in achieving their goals.

The role will consist of coordinating NOWRA's marketing, outreach, website, and communication activities. In addition, the position will be responsible for the management of NOWRA's online learning platform, membership database management, and other operations.

Your contributions will directly support our mission and help create an environment where creativity and collaboration flourish. If you thrive in a dynamic work atmosphere and enjoy being the backbone of a team, we want to hear from you!

**RESPONSIBILITIES:**

As an Operations Coordinator, your day-to-day responsibilities will include:

- **Outreach:** Coordination of the organization’s outreach activities consisting of Onsite Journal publication, E-newsletters, social media, website, and other activities.
- **Communication:** Serve as the first point of contact for incoming phone calls, and emails regarding membership and training, providing excellent customer service while managing inquiries efficiently.
- **Event Coordination:** Help organize events and activities, facilitating communication and logistics for our annual conference.
- **Online Training:** Assist with the administration of our online learning platform, including management of content, report generation, and course approvals.
- **Scheduling:** Coordinate and manage committee meeting logistics, ensuring that all meetings run smoothly.
- **Bookkeeping:** Assist with some of the day-to-day bookkeeping and accounting of the organization, including the generation and processing of invoices.
- **Documentation:** Support the creation and management of documentation, including meeting minutes, follow up items, reports, presentations, and electronic filing systems, maintaining confidentiality and accuracy.
- **Database Maintenance:** Perform accurate data entry and data import for membership database systems to ensure information is easily accessible and up to date.
- **Support Staff:** Assist Executive Director with administrative tasks, including travel arrangements, expense reporting, and project coordination.

## **REQUIREMENTS AND QUALIFICATIONS:**

### Must-Have Qualifications:

- High school diploma or equivalent.
- Proven experience in a similar role (2-3 years preferred).
- Proficiency in Microsoft Office Suite (Word, Excel, PowerPoint, Outlook).
- Website maintenance
- Strong organizational skills, with the ability to prioritize tasks and manage time effectively.
- Excellent verbal and written communication skills, with a keen attention to detail.
- Ability to work independently, as well as part of a team.
- A proactive, problem-solving attitude with the ability to work independently and as part of a team.
- Remote workspace for a safe and secure work environment
- The ability and willingness to travel

### Preferred Additional Qualifications:

- An associate or bachelor’s degree in a relevant field
- Experience with online education programs
- HTML coding
- Grant writing and implementation
- Technical writing
- Graphic design, such as Adobe Creative Suite

- Knowledge of basic bookkeeping and accounting principles and/or QuickBooks
- Previous experience with the onsite/decentralized wastewater industry relevant to NOWRA

Join our team at NOWRA where your skills and talents will be valued and developed! If you're ready to take the next step in your career and be an essential part of a collaborative environment, apply today! We can't wait to meet you and explore how you can make a difference with us.

**HOW TO APPLY:**

Send a letter of interest including a resume and salary requirements by November 30, 2024, to NOWRA at [info@nowra.org](mailto:info@nowra.org). NOWRA is an equal opportunity employer.