

JOB DESCRIPTION

Last Update: 28 May 2021

OPERATIONS MANAGER

Location: **Boston (MA) ideal, but flexible**
Position Type: **Full-time, Exempt, Salaried**
Department: **Operations**
Reporting to: **Director of Operations**
Direct Reports: **1 part-time**
Salary Grade: **C- 10 to C-22 (\$49,440-\$58,710)**

About Earthwatch

For almost 50 years, Earthwatch has connected people from around the planet with world-class scientists to help change environmental policies, achieve critical conservation goals, and produce groundbreaking findings. We support real objective scientific fieldwork while connecting people to the environment in a personal and often profound way. Our participants contribute directly to urgent global environmental issues and have the adventure of a lifetime in the process.

Each and every staff member genuinely believes in our mission. The work we do isn't just a job; it's about ensuring a brighter future for our planet. We are passionate, committed to excellence, and supportive of one another - and we love science! Plus, we occasionally get to go out into the field to collect data and be a part of cutting edge hands-on field science.

Position Summary

The Operations Manager oversees business operations and supports the decision-making required to maximize sales, revenue, and customer satisfaction; reduces organizational costs; and improves efficiency through:

- project management of inventory (e.g. research projects) optimization and development timeline
- identifying and implementing systems for continuous improvement

As the ideal candidate, you excel at balancing competing priorities and facilitating business decisions that take into account a variety of variables and stakeholders, while pulling from substantive emotional intelligence to build and maintain strong relationships. You are adept at overcoming obstacles, enjoy identifying and removing sources of friction, and feel driven to improve staff day-to-day work experience. You seek opportunities to increase organizational efficiency, increase revenue, and reduce cost. Working alongside cross-departmental teams or working independently, you are ready to lead the research and implementation of policy updates, improved workflows, and new technology.

You're skilled in project management and have the ability to develop and maintain an environment of trust, diversity, and inclusion within your team and among your colleagues.

Essential Duties and Responsibilities

- Lead annual inventory review, set inventory targets, and co-ordinate inventory production process
- Set and implement: financial targets for inventory, product prices, international billing charges and policy
- Help set sales goals, factoring in: inventory availability, expected fellow bookings, public interest, research project needs, financial targets, pricing, etc.
- Improve operational systems, processes, and infrastructure to build the organization's internal capacity
- Investigate and implement technology upgrades and training as needed
- Support transitions and on-boarding of new staff, reinforce positive morale, and uphold company values
- Collaborate across the organization and with other offices to ensure seamless business execution
- Establish and maintain credible, professional relationships with clients, internal staff, and external vendors
- Work closely with management team to ensure all operational, administrative, and compliance functions within the organization are being properly executed in accordance to regulatory-based best practices.
- Set annual Operations budgets with Director of Operations, track and re-forecast budgets as needed



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- Approve department and scientist payments
- Oversee and report weekly, monthly, quarterly, and annual metrics

Qualifications

- Bachelor's degree in operations management, business administration, related fields, or equivalent experience
- 2+ years' proven experience in an operations management position
- Project Management experience
- Understanding of financial and budgeting processes and principles
- "Big picture" thinking skills to address top-level concerns and find the best path forward from the available data
- Ability to respond quickly to a shifting reality and adjust initiatives and priorities accordingly
- Ability to constructively challenge the status quo to improve business operations and mission delivery
- Emotional intelligence and strong relationship management skills
- Initiative and a strong work ethic to meet or exceed goals while maintaining accountability for actions
- Excellent attention to detail
- Advanced Microsoft Excel, proficiency with Microsoft Office products, and aptitude to learn new applications
- Experience with relational databases (CRMs), including building data queries

A plus:

- Knowledge of travel industry operations and business planning processes and systems
- Experience in a not-for-profit and international environment
- Experience with the following software: Abila, Paylocity, Microsoft Dynamics CRM
- Financial accounting literacy
- Strong data analytical skills
- Strong IT skills, including database development

Company Benefits

- 401k retirement plan with 4% employer match
- Health insurance with health reimbursement, dental insurance and flexible spending accounts
- 100% employer paid life, long term disability and accidental death & dismemberment insurance, employee assistance program, and short term disability insurance
- Generous paid time off, paid holiday, and parental leave
- Potential for flexible working hours and/or regular work-at-home days
- Professional development opportunities, including professional development grant program, mentor program, internal and external training, conferences and more
- Fun employee engagement/appreciation events

Interested applicants should submit a resume and cover letter via: <https://earthwatch.org/about/jobs-internships/operations-manager>

No phone calls please. Due to limited resources, we are only able to accept applicants who are already eligible to work in the United States.

Earthwatch is an equal opportunity employer. We are seeking individuals with diverse backgrounds and experiences who will contribute to a culture of collaboration, inclusion, and change-making. Employment opportunities are provided to all qualified candidates without regard to race, color, religion, sex, sexual orientation, gender identity or expression, marital or parental status, national or regional origin, age, disability status, military or veteran status, or any other category protected by law.

At Earthwatch's discretion, **background checks** may be required for some staff, including but not limited to those working with minors or with Human Resources, Finance, or Information Technology responsibilities.