



Job Title: Business Operations Manager
Reports To: Chief Executive Officer
Status: Full-time
Location: Montgomery County, Maryland

Background

The Montgomery County Green Bank (“MCGB”) Corporation is Montgomery County’s designated Green Bank, a publicly chartered, 501(c)3 nonprofit dedicated to accelerating affordable energy efficiency and clean energy investment in the county. The MCGB partners with the private sector to build a more inclusive prosperous, resilient, sustainable, and healthy community. Our work supports Montgomery County’s goal to reduce its greenhouse gas emissions.

Summary of Position

Reporting to the MCGB’s Chief Executive Officer, the Business Operations Manager will be fundamental to maintaining a sound business operations platform on which our financial and business program, products, and transactions will function and be managed. S/he will bring key skills in understanding business operational discipline and financial operation processes and systems needed to support them, building and maintaining simple, cohesive, and sound structures to manage the business, products and programs, and be proactive in identifying needs and strategies that bring value to our work and respond to needs of various constituents that will rely on us. The Business Operations Manager will be a key liaison to external partners to build confidence and trust in our work and our commitments, and to meet our financial contract obligations with our partners.

The ideal candidate for this position will have strong experience in managing financial business operations, including in the areas of financial reporting, financial and operational business process, procurement and contract management, program management, and technical assistance. The candidate will demonstrate a proven track record in successfully managing relationships with internal and external audiences and exhibit a passion for meeting environmental goals deriving from clean energy and energy efficiency actions. The candidate should have a strong background in public and/or private investment, working with systems and processes to manage multi-partner reporting requirements and financial controls, and be diligent and detail-oriented on operations.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Organizational Support

The position will provide operational support for many of the key processes, compliance, and reporting requirements of the organization for its financial, funder, and business partners. As part of this work, the position will support annual workplan and budget preparation, management of corporate policies and procedures, oversight and conducting procurement, fundraising activities and having responsibility for all reports for third-party funders, compliance requirements of contract, including that associated with management

of confidential information, oversight and management of an Administrative Specialist, certain external contractors providing services to MCGB and bookkeeper, payment of invoices and preparation of invoices, managing and supporting annual audit preparation, regular financial reports used by the organization for Board and external audiences, oversight of all basic business fundamentals for insurance, IT, and data security, governance obligations, and oversight of document management.

Program and Product Operations

The position will be a fundamental team player in defining and managing the financial controls established for the products and transactions entered into by the MCGB. These controls are an essential and critical part of how the MCGB manages its business and financial partnerships with external financial and business partners. The position will provide support in key phases of product and transaction execution. For the design phase, the position will participate in strategic development for programs and products and identify critical operational needs of programs and products, including budget and structure to make products function and be reliable for partners, the development of operational controls, and creating the systems, protocols, and processes that support the MCGB roles in programs and products. For the implementation phase, the position will be the key party to manage the diligent execution of program and product controls and systems, including any reporting to / from third-party partners, maintaining reports on pipeline and production, and preparing and tracking performance of products and transactions. And, for a quality control phase, the position will oversee and manage any internal or third-party quality control processes or systems to validate implementation of scope of work financed with MCGB support.

Communications and Outreach, Technical Assistance and Education

The position will also provide support to externally focused efforts that the MCGB may undertake to promote its brand, inform the public about its products and results, and educate or support activities that advance market uptake for clean energy improvements. For this area, the position will support MCGB communications, including website, newsletters, and content to promote the MCGB's mission and provide education and technical assistance to constituents, oversee technical assistance and education efforts that the MCGB may introduce to catalyze product and clean energy solution deployment, assist with outreach efforts, including event management, that aid the MCGB with strategic partnerships.

As with any position, the position may be requested to handle other duties as necessary to support the organization.

QUALIFICATIONS

An ideal candidate will meet the following requirements and qualifications, while also demonstrating characteristics of adaptability, dependability, strategic thinking, and strong interpersonal skills.

Requirements

- Bachelor's Degree. Advanced degree or certification in a relevant field of study desired.
- 5 years of increasingly responsible experience in relevant combination of operations or execution experience amongst the following: nonprofit management, development and implementation of financial products, for example: energy financing products, energy efficiency programs, mortgage lending, commercial banking, investment and/or fund management, community development investment or financing programs, or another relevant field. Work in a financial services organization in a similar capacity a plus. Work toward an advanced degree or certification in a relevant field of study may be considered as applying toward experience.

Experience and Training

- Experience in developing and managing annual budgets and workplans and being accountable for managing to budget.
- Strengths in process management, process integrity, process or system design. Experience around product and financial services programs a plus.
- Experience developing, implementing and operationalizing complex, multi-partner products, including demonstrated knowledge of business implications in undertaking new products and its downstream implications on systems, budget, and personnel. Experience in financial services products a plus.
- Strength in developing and managing internal controls, document control, and procedures.
- Experience in handling or overseeing bookkeeping activities.
- Experience in adhering to, and meeting timelines for third-party control and reporting requirements.
- Detail-oriented and diligent adherence qualities of character needed to assure integrity of process or systems.
- Experience with clean energy programs, deployment strategies, and market transformation initiatives a plus.
- Knowledge of loan processing a plus.
- Experience in external funder reporting a plus.
- Proven collaboration skills.
- Track record of being highly organized, independent manager and self-motivated.
- Proven organizational communication skills, both oral and written. Demonstrated ability and effectiveness in communicating ideas and information, both quantitative and qualitative.

EQUAL OPPORTUNITY

The MCGB is an “at-will,” equal opportunity employer. The MCGB considers applicants for all positions without regard to race, color, creed, religion, national origin or ancestry, sex, age, disability, genetic information, veteran status, or any other legally protected status under local, state, or federal law.

COMPENSATION

Commensurate with position requirements experience and qualifications.

If interested, please send cover letter and resume to HR@mcgreenbank.org.