



Job Title: Water Programs Manager - Operations
Employer: Resource Central; Boulder, CO
Job Status: Full-time, Exempt
Reports To: Senior Water Programs Manager, STF and LRS

About Resource Central

We're an award-winning nonprofit based in Boulder determined to make conservation so simple that people don't even realize they're doing it. Founded in 1976, our innovative programs in water, energy, and waste have helped more than 700,000 people improve their homes, conserve natural resources, and save money. Learn more at: ResourceCentral.org.

Candidates with a commitment to incorporating diversity, equity, inclusion, and accessibility practices and a demonstrated ability to work effectively with people from a range of social, ethnic, and cultural backgrounds are encouraged to apply.

Job Purpose

Water is one of the most important issues facing Colorado – and we're looking for a proven leader to help expand our water-saving efforts throughout the region. Resource Central, through a variety of popular conservation programs and in partnership with over 40 municipalities, helps homeowners across the Front Range learn about and practice water conservation and sustainable landscaping. With a goal of making waterwise landscapes the new norm in Colorado, Resource Central is at the forefront of empowering Colorado residents to use less water through our assortment of approachable, practical, and fun program offerings. The Program Manager will be responsible for providing leadership in all aspects of the field operations of the rapidly scaling Lawn Replacement Program, and the well-established and impactful Slow the Flow Program. The role will be responsible for coordinating a fleet of equipment, instituting scalable trainings and policies, hiring and overseeing our seasonal conservation crew, and ensuring the highest level of customer service and work product delivery. We seek an energetic leader, who is ready embrace proactive problem-solving and cultivate a positive and productive field team to make a lasting difference in Colorado communities.

This is a hybrid remote role with great flexibility; occasional on-site work is required. The salary range is \$50,000-\$65,000 and Resource Central provides tremendous benefits including health, dental, vision, life insurance, 403b retirement plan with match, generous paid time off and paid holiday offerings, a wellness benefit reimbursement, free bus pass, and more!

Principal Responsibilities

The essential duties of this position include, but are not limited to, the following:

- Maintain and build on the success for the Slow the Flow and Lawn Replacement programs, ensuring all impact and financial goals are met.
- Hire and supervise year-round and seasonal program staff.
- Develop scalable operational guidelines and safety policies to ensure program continuity and success.
- Play a lead role in developing a comprehensive and adaptable training program for each initiative with a focus on skilled employees and program flexibility.
- Perform one-on-one customer consultations with potential Lawn Replacement participants, educating them and ensure they are a good candidate for services.
- Develop homeowner facing training and educational materials to assist in irrigation improvements and lawn replacement projects.

- Analyze program systems, processes, and procedures and implement improvements and reduce barriers to scaling. Document all processes.
- Track and monitor program metrics to ensure objectives and goals are met, proactively communicate and report program information with a focus on proactive solutions.
- Lead team to ensure continuous system improvements, leading to improved program impact and efficiency.
- Be a leader on our water conservation team, resulting in increased impact, success, and recognition for Resource Central's water program work.
- Cultivates a strong sense of diversity, equity, and inclusion.

Skills and Abilities

- Ability to supervise and motivate staff, promoting positive solution-based culture.
- Ability to take initiative, solve problems and manage projects independently.
- Ability to balance multiple priorities and set effective schedules and clear direction.
- Superior communication skills and attention to detail.
- Strong critical thinking and strategic thinking skills.
- Excellent computer skills including experience with G Suite, Monday.com, and Microsoft Office preferred.
- Familiarity with water conservation, irrigation systems, indoor plumbing systems, and/or water-wise landscaping strongly preferred.

Qualifications

- 3 years of experience with program management in a related field required.
- Experience with staff management and oversight strongly preferred.
- Must have valid driver's license and access to a reliable vehicle. Travel to other Front Range cities occasionally required.
- Additional time may be required, including occasional weekend and evening work.
- Bachelor's degree in a relevant field required, one year of professional-level work experience may be substituted for one year of required education.

To apply please send a resume to HR@resourcecentral.org with the subject line "Water Programs Manager, Operations"

Resource Central is committed to providing equal employment opportunities to all individuals based on job-related qualifications and ability to perform a job, without regard to age, sex, sexual orientation, race, color, religion, national origin, disability, marital status, military status, gender expression, genetic information or any other classification protected by applicable state or local law. It is our policy to maintain a non-discriminatory environment free from intimidation, harassment, or bias based on these grounds.

Resource Central is a 100% COVID-19 vaccinated workplace, as allowed for by the U.S. Equal Employment Opportunity Commission. Proof of vaccination will be required upon acceptance of a job offer. Job applicants with religious and disability-related objections will be given reasonable accommodations.