

Job Summary

POSITION: Operations Director – *newly created* – (reports to Executive Director)
ORG / URL: National Regulatory Research Institute / www.NRRI.org
LOCATION: 8730 Georgia Ave. #201, Silver Spring, MD, 20910 (Red Line/Silver Spring Metro)

NARRATIVE:

NRRI is a 10 person, dues-driven nonprofit and central source of objective research relied upon by state commissions responsible for the regulation of gas, electricity, telecommunications, and water utilities. NRRI began in the late 1970s, and for the next thirty years, functioned as a research program within The Ohio State University's College of Engineering. In October 2006, NRRI hired a new Executive Director to initiate a transformation process aimed at refashioning NRRI's mission, enhancing NRRI's capabilities and increasing its responsiveness. As part of that process, NRRI has departed OSU and become an independent, 501(c)(3), and relocated to the Washington, DC area. NRRI works with an affiliated organization NARUC (www.NARUC.org) which provides public policy and related support for state regulatory commissions and other entities. The members of NRRI's board of directors are appointed by NARUC's President, and consist of state utility commissioners and public members.

The purpose of the Operations Director is to rebuild the administrative and program operations infrastructure in support for enhanced program service delivery, and key areas of responsibility include:

1. Institutional management & organizational development: strategic management (marketing, branding) ♦ strategic planning/thinking (developing and maintaining 3 and 5 year strategic business plan; evaluating trends and practices; assisting in the development and implementation plan for an optimal funding formula that includes fees from grants, member dues, meetings, publications, conventions/ conferences) ♦ knowledge management system (assist in the development, implementation, and management of a knowledge management program to advance institute's goals and objectives; utilize system to share leading edge industry learning, insight, and best practices and deliver high-quality products and services with speed, efficiency, and effective customer service; and manage knowledge assets for continuous improvement) ♦ professional development programs & delivery systems (seminars, distance learning, self-directed learning, web-based courses) ♦ public policy (monitor and evaluate government relations programs consistent with board-approved policies) ♦ membership (member relations, member recruitment & retention) ♦ public relations, external communications.
2. Program operations support: ensure staff and administrative resources are aligned with programmatic and financial priorities for information technology, human resources, office administration, contract management. (Note: NRRI's research produces 20-30 projects per year, in a deadline-driven fashion. Each project comes with an independent sequence of tasks (e.g., create an advisory team, create project scoping paper and outline, produce first draft, obtain peer review, produce second draft, send to doc polisher for cleanup, send to doc polisher for final, create dissemination strategy (e.g. circulation, tele-seminars, private meetings, obtain speaking opportunities)). Because there is risk for real bottlenecks, NRRI needs a good, visible project management system; the Operations Director must have structured project management expertise and/or this skill must be outsourced and managed by the Operations Director.
3. Financial management: accounting & financial reporting (outsourced) ♦ budget development, preparation, analysis, and forecasting ♦ cash flow administration ♦ executive and board presentation.
4. Vendor/supplier management: benefits, implications, feasibility, and advisability of outsourcing institute's functions ♦ procedures for the appropriate utilization and evaluation of requests for proposals (RFPs) ♦ procedures and criteria for reviewing the performance of vendors, suppliers, and consultants.

Key proficiencies include: project management skills; analytical and critical decision making skills; verbal communications skills; written communications skills; ability to think strategically and perform tactically; ability to adapt to changing priorities; personal computer literacy skills; time management skills; innovative, entrepreneurial skills and experiences; ability to develop, write and implement operational policies, procedures, and practices (e.g., employee manual); grants, foundation development experiences; business case development skills; capacity to build systems and infrastructure to support growth and organizational development.

Key roles and relationships include: relationship & interpersonal skills (personable, inquisitive, responsive); collaboration and empowerment skills; team building and facilitation skills; ability to lead multiple teams and work-groups and motivate for results; ability to set priorities, schedule staff assignments, and manage multiple deadlines; leadership skills; sense of public service and enthusiasm for the mission; connection with board/committee; connection with staff; outreach to and point of contact for state agencies and members; ability to leverage scarce resources rather than being constrained by them; strategic thinking partner for executive director.

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