

Operations Manager Job Description

Date Available: April 3, 2026

Start Date: June 16, 2026



Job Title

Operations Manager

Supervisor

Development and Partnerships Director

About The Energy Co-op

The Energy Co-op uses the power of community to lead today's sustainable energy evolution. As a sustainability-focused 501(c)(12) nonprofit cooperative, we help our members buy, use, and understand renewable energy. We are Pennsylvania's only member-owned supplier of 100% renewable electricity and 100% renewable natural gas, and we offer affordable, transparently priced heating oil to members in southeastern Pennsylvania, northern Delaware, and southern New Jersey. We are a small, dynamic team based in Philadelphia, and are seeking a full-time Operations Manager to manage the organization's internal operations and infrastructure and execute key projects and initiatives.

Position Overview

The Operations Manager will lead the success of The Energy Co-op's operations with support from the Development and Partnerships Director, who oversees our Operations department. The Operations Manager will focus on 1) managing organizational documentation and operational policies, knowledge and digital infrastructure, 2) evaluating, improving, and designing internal systems and processes, and 3) facilitating vendor relationships. The Operations Manager will also coordinate routine and ad-hoc projects across the organization, oversee quality assurance for The Energy Co-op's membership data and operations processes, carry out employee recruitment and onboarding processes end-to-end, and will be responsible for general administrative tasks. The Operations Manager will execute a variety of day-to-day responsibilities in tandem with aiding longer-term strategic projects and priorities.

Responsibilities

Systems and Infrastructure Design (30%):

- Manage Salesforce database infrastructure changes and improvement projects
- Manage Airtable project and task management database changes and improvements
- Manage and refine organization-wide digital file storage system and improvement projects
- Design and implement new digital infrastructures as departmental needs arise

Knowledge Management and Quality Assurance (30%):

- Develop, update, and maintain process documentation around core business operations and identify opportunities to improve internal processes
- Develop and maintain organizational policies pertaining to information and knowledge sharing, process documentation, and standard operating procedures
- Identify and execute opportunities to improve knowledge management, including developing and building upon new infrastructures and strategies for knowledge sharing across departments
- Develop, implement, and lead quality assurance processes related to internal processes, internal data management, and membership and operations data to ensure data integrity and compliance

General Administration (15%):

- Oversee physical office space and manage supply and equipment inventory for staff virtual office spaces
- Provide tech support for computers, phones, and remote work platforms
- Ensure organization-wide adherence to email administration policies and practices
- Manage general and administration vendor relationships and evaluate vendor performance
- Assist with routine financial administrative tasks
- Liaise with Board of Directors, attend Board meetings and draft minutes
- Plan and execute staff events

Membership Operations and Communications (20%)

- Coordinate with Membership and Programs teams on monthly pricing update process
- Send monthly required regulatory communications in coordination with Membership team
- Support Membership team in responding to member inquiries

People Operations (5%)

- Manage and maintain recruitment infrastructure, including open position listings, applicant tracking systems, and recruitment data and documentation
- Facilitate recruitment processes end-to-end, including coordinating with hiring staff and leadership, serving as main point of contact for all candidate communications, scheduling candidate interviews, and coordinating staff on candidate feedback and evaluation
- Oversee and manage onboarding process for new hires and offboarding process for departing staff and interns

Strategic Projects (5%)

- Assist with implementation of strategic plan priorities and ad hoc projects, as assigned

Qualifications

- Bachelor's degree in a related field
- Minimum 3 years in an operations or project management role, preferably in a nonprofit setting
- Demonstrated ability to manage projects independently
- Proficiency with Salesforce
- Administrator or creator-level experience with Airtable or similar project management software
- Excellent verbal and written communications skills
- Strong time management and prioritization skills
- Based in the Greater Philadelphia area

Ideal Qualifications

- Salesforce administrator experience
- Basic coding skills or experience

How to Apply

For priority consideration, please submit your application by Friday, April 17, 2026. After this date, we will begin advancing candidates through the hiring process and may close the role. New candidates are welcome to apply until April 30, 2026. Please submit your resume, cover letter, and 2 professional references [here](#). In your

cover letter, tell us how you learned about this position, and why you think you are a good fit. No telephone calls, in-person applications, or recruiters, please.

Hiring Process

For this position, we anticipate the following stages and for the interview process: first round phone interview; second round video interview; take-home skills assessment; and in-person meeting with staff. The anticipated start date for this position will be mid- to late June 2026.

Hours, Compensation and Benefits

This is a full-time, exempt position. The starting salary range is \$60,000 to \$70,000, contingent on experience. The Energy Co-op prides itself on providing a high-quality work-life balance with a competitive compensation and benefits package, including employer-subsidized health, vision, and dental insurance; employer-sponsored short- and long-term disability insurance; a SIMPLE IRA retirement plan with employer match; 11 company holidays; and paid time off.

Equal Opportunity Employer

The Energy Co-op is an equal opportunity employer. Policy prohibits discrimination or harassment on the basis of race, color, religion, national origin, ancestry, gender, age, marital status, familial status, sexual orientation, disability, or veteran status. Further, The Energy Co-op supports and promotes equal employment opportunity, human dignity, and all forms of diversity.

Operating Notice

The Energy Co-op staff currently work on a hybrid remote and in-person basis, with in-person work conducted at our offices at 50 S 16th Street, Fl 17, Philadelphia, PA 19102. Each staff member will be required to work from our offices one day per week as determined by management and until further notice. When working remotely, staff will – during normal business hours – (1) be expected to be available for virtual meetings, teleconferences, and calls and (2) be required to identify and maintain a designated workspace from which they can perform their responsibilities. The current hybrid remote and in-person workplace attendance and other relevant workplace terms are subject to change at the discretion of the Executive Director. The Energy Co-op will furnish the selected candidate with a laptop computer and related accessories to permit them to perform their responsibilities remotely. The selected candidate is expected to supply their own mobile telephone and reliable internet service while working remotely for this position.