



## Technical and Administrative Manager Job Description

**Job Title:** Technical and Administrative Manager

**Employment Type:** Full-time, Exempt

**Location:** Hybrid-Remote in Seattle, WA

**Reports To:** Executive Director

**Salary:** \$55,000 to 65,000

### About City Forest Credits

City Forest Credits (CFC) is a 501(c)(3) national nonprofit carbon registry that seeks to make American cities greener, healthier, and more equitable. We are engaged in the exciting and challenging work of registering trees in cities across the U.S. to produce urban forest carbon credits. We offer two important tools to contribute to local climate action and enrich our communities. We issue verified carbon offsets for urban forest projects, and we certify tree planting projects with reportable health, equity, and environmental impacts.

With rapid urbanization of the country, growth and development of our cities are causing tree loss every year. Public funding for urban forestry is falling far short as cities struggle with pressing human needs, and trees are inequitably distributed across neighborhoods. Since 2015, our work enables nonprofits and government entities that lead tree planting and preservation projects to earn and sell carbon credits in the voluntary carbon market, thus generating a new and much-needed revenue source to support the health and well-being of people and the environment.

The CFC values are:

- Innovation – we create new financing pathways
- Integrity – we are credible and trustworthy
- Connection – we unite communities, trees, and funding
- Science-based – we employ technical data from subject matter experts
- Ambition – we think boldly and act directly to drive change

For more information about us, please visit [www.cityforestcredits.org](http://www.cityforestcredits.org).

### Opportunity

City Forest Credits seeks an organized, diligent, and detail-oriented person to fill the critical role of handling important technical elements of our work as well as the daily administrative operations of the organization. This position offers an opportunity to join an organization that is leading the integration of urban forest carbon credits as a new way to pay for city forests across the country. The Technical and Administrative Manager will coordinate, build, and improve the systems and processes used by City

Forest Credits to create a more efficient, effective, and sophisticated organization. This position will support critical aspects of carbon projects, including managing the Registry Database of Credits and coordinating updates to the Carbon Protocols.

This position does not entail responsibility for most of the financial aspects of our organization. City Forest Credits has an external bookkeeper who is responsible for payables, receivables, payroll, and employee reimbursements.

A typical day in this role may include working with projects and buyers to issue and track credits in our Registry Database, administering, reviewing, and helping to draft grant proposals and reports, crafting an outline for a PowerPoint presentation for the Executive Director or team members, tracking issues in our protocols that may need technical revisions, corresponding with the bookkeeper, reviewing administrative procedures, and troubleshooting software issues for a teammate.

The City Forest Credits team is a small but mighty team that uses a hybrid-remote work model. Three team members live in Seattle, WA, one team member lives in Minneapolis, MN, and one team member lives in Chicago, IL. The Seattle team members meet at least once a week in person at the City Forest Credits office.

## **Responsibilities**

- **Administrative Procedures and Systems (40%)**
  - Organize, coordinate, and implement administrative procedures and systems. Streamline and improve operations processes as needed.
  - Manage cloud-based file system (Dropbox)
  - File annual license, vendor, software, insurance, and other renewals
  - Support IT functions or work with external IT consultant for a hybrid-remote office including hardware, software, phones, website domain and external contractor relationships
  - Serve as point of contact with bookkeeper. Work with bookkeeper to maintain processes for payroll, benefits, invoicing, and basic support
  - Manage office needs including checking and processing mail weekly and ordering office supplies as needed, including purchasing of computers, phones, IT equipment, and other required team materials
  
- **Technical Procedures and Systems (30%)**
  - Manage Registry Database of Credits, including issuing carbon credits to projects and buyers and tracking credits
  - Manage Carbon Protocols, including working with team members to identify, research, and track issues that need evaluation
  - Evaluate the development of an online crediting platform to supplement or replace the current system of managed exchange of project documents
  
- **Grant and Foundation Funds (10%)**
  - Manage tracking and compliance of grant and foundation funds, including deadlines for proposals and reports. Assist team in assembling and submitting grant proposals and reports

- Human Resources (10%)
  - Manage human resources, including benefits, hiring process, onboarding and offboarding, compliance with employee handbook and all policies, and team development
- Assist Team Members (10%)
  - Assist team with project and revenue projections by providing Excel spreadsheets and other tracking tools, creating PowerPoints or presentation materials for conferences and webinars, and assembling PDFs
  - Assist Executive Director with Board of Director meetings
  - Assist Executive Director with special projects, including research

### **Skill Set**

- At least three years' experience managing administrative or technical functions involving documents, processes, and databases
- Experience handling a wide range of duties, including working independently as well as support-related tasks
- Basic knowledge of organizational effectiveness and operations management
- Proficient in Adobe and Microsoft Office, including Outlook, Word, PowerPoint, and Excel (basic/intermediate familiarity, not advanced)
- Technical savvy including working knowledge of Zoom, Slack, Dropbox, databases (no design, development, or programming required), and website maintenance and back-end interfaces
- Self-directed with excellent problem-solving skills and the ability to execute tasks in an efficient and timely manner
- Demonstrated strong attention to detail and project management skills
- Excellent written and verbal communication skills, including interacting with external parties such as projects, vendors, and a range of collaborators
- Cultural awareness and ability to work with clients from different backgrounds
- Display high degree of judgment, discretion, and confidentiality

### **Successful Candidates**

- Will showcase superior organizational skills, ability to learn and work in technical subject areas, thoughtful communication, working well autonomously, and satisfaction with establishing and managing various documents and processes
- Will deepen their knowledge through interactions with a dynamic, committed, and focused team of professionals
- Will be seen as a reliable and capable team member by peers and manager
- Will receive positive feedback from stakeholders regarding ability to collaborate and find practical solutions to challenges
- Will possess a curious mindset and approach to learning

### **Milestones**

- Colleague Training and Support Time: 70% with Executive Director, 10% with Director and 20% with Program and Project Managers

- Within one month:
  - General CFC onboarding with Director and Executive Director
  - Review Employee Handbook for basic understanding of concepts and policies
  - Attend team meetings and individual check-ins
  - Begin study of issuance of credits in Registry Database
  - Meet with Bookkeeper to learn about processes for payroll, benefits, and basic support
  - Meet with team to learn about upcoming organization deadlines and important projects over the next three months
  - Shadow Director on human resources and IT functions, as they arise
  
- Within three months:
  - Shadow Executive Director on a range of calls and topics, from grants to projects, to collaborations
  - Become familiar with the basics of the Carbon Protocols
  - Attend calls with Program and Project Managers
  - Understand most administrative procedures and systems
  - Review and understand all external vendor relationships
  - Review and understand all human resources systems and responsibilities
  - Review and understand all IT functions
  - Manage daily office needs
  
- Within six months:
  - Manage credit issuance and tracking in Registry Database
  - Begin to implement process improvements and formalization of processes
  - Manage cloud-based file system and plan future improvements
  - Manage daily office needs and support for team members
  - Manage human resources and IT functions
  - Work with Bookkeeper to maintain financial processes and procedures
  - Begin understanding of crediting process and evaluation of moving to an online crediting platform
  - Manage tracking and compliance of grant and foundation funds
  
- By nine months:
  - Complete all functions in job description
  - Manage Carbon Protocols

### **Additional Requirements for Final Candidates**

- Background check
- Proof of COVID-19 vaccinations (reasonable accommodations will be considered)

### **Hours and Work Environment**

CFC values work-life balance and prioritizes and health and well-being of our team. Work hours are Monday through Friday, 40 hours per week. CFC employs a hybrid work environment with weekly in-

person team meetings and flexible remote work schedules. The Technical and Administrative Manager is must be able to commute to the Seattle office at least once a week.

### **Compensation & Benefits**

- Annual salary range is \$55,000 to \$65,000 USD (monthly pay frequency)
- Salary increases and/or promotions based on outstanding performance
- Competitive Paid Time Off (PTO), 11 holidays, sabbatical, and other leave allowances
- Employer contributions to each employee's SIMPLE IRA retirement plan / up to 3%
- Health, dental, and vision insurance plan / 90% employer-funded
- Commuter benefits reimbursement of up to \$100 per month
- Funds to support professional development and job training resources

### **How to Apply**

**Applications accepted through June 30, 2023.** We are reviewing applications on a rolling basis. Please email cover letter (not to exceed one page) and resume (not to exceed two pages) to [hiring@cityforestcredits.org](mailto:hiring@cityforestcredits.org). Reference the job title in the subject line. Successful candidates will be contacted via email for an initial interview. Applications will be reviewed until the position is filled.

### **Equal Opportunity**

City Forest Credits is an equal opportunity employer. We value diversity, including the diversity of thought and experience. We are committed to building an open and inclusive culture for all employees. We consider all applicants without regard to education, race, ethnicity, national origin, religion, gender, gender identity, sexual orientation, age, skills, level of experience, or any other characteristic protected by applicable federal, state, and local law. We strongly encourage candidates of all backgrounds to apply.