



## Job Description

---

<b>Position Title:</b>	<b>Deputy Executive Director, Member Services and Operations</b>
<b>Classification:</b>	Deputy Executive Director
<b>Pay Grade:</b>	Level 2
<b>Department:</b>	Member Services & Operations
<b>Employment Status:</b>	At-Will
<b>Position Reports To:</b>	Executive Director/CEO
<b>Positions Supervised:</b>	All staff in the Member Services & Operations department
<b>Judgment Exercised:</b>	Extensive and significant
<b>Overtime Status:</b>	Exempt

---

### Position Summary

The Deputy Executive Director of Member Service and Operations reports directly to the Executive Director and CEO. Responsibilities include providing leadership and direction to Cal Cities information technology, human resources, finance, budget, audit, and enterprise activities, as well as oversight of the organization's member services.

This individual serves as the Chief Financial Officer of the organization.

An active and contributing member of Cal Cities' leadership team, this individual represents the Executive Director/CEO at a wide variety of meetings and assists the Executive Director/CEO in implementing programs with organization-wide impact.

---

### Essential Duties and Responsibilities

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

#### Operations

- Oversees the financial operations, including the development and management of the budget, and reviewing monthly financials to reconcile variances and deviations and to assess financials in relationship to year-end projections.
- Oversees Information Technology and Human Resource operations.
- Manages Cal Cities member dues process, including the preparing annual dues schedules and statements, confirming city population figures used to calculate dues, overseeing distribution of dues packets.
- Manages Cal Cities assets, including investments and the building and tenant leases.

## Member Services

- Oversees member services, providing strategic leadership in support of educational programs, event planning, professional departments, and diversity caucuses.

## Business Partnerships

- Along with the Executive Director/CEO, represents Cal Cities in matters involving California CLASS and Community Statewide Community Development Authority and explores opportunities for new enterprise programs. Also, oversees the organization's League Partner program and expo marketing and sales in connection with the Cal Cities Annual Conference and Expo.

## Other Responsibilities

- Provides lead staff support to the Board's Finance and Nominating Committees, as well as the organization's Audit Committee.
- Oversees Cal Cities compliance with the Fair Political Practices Commission Regulations.
- Protects Cal Cities against loss and liability exposure through the mitigation and management of risks.
- Visits cities to identify member needs and concerns and provide feedback to Cal Cities.
- Coordinates with the Deputy Executive Director of Advocacy to ensure programs, services and initiatives are coordinated across the organization.

## General

- Works beyond Cal Cities' normal 8:30 a.m. to 5:00 p.m. Monday through Friday business hours when necessary to participate in meetings, meet deadlines, perform duties and accomplish task and goals.
- Performs other duties as required.

---

## **Job Qualifications**

### **Knowledge/Skills:**

- Demonstrated experience navigating in a political environment.
- Demonstrated experience building and maintaining productive relationships with consultants, contractors, and stakeholders in representing and protecting organizational interests.
- The ability to communicate complex concepts and programs persuasively in all settings.
- An effective leader communicating a vision for a team, assigning tasks and holding people accountable.
- Proven ability to build strong, internal working relationships and serve as a key leader in supporting Cal Cities' objectives.
- A clear track record of ethical conduct and good judgement.
- Employs strategies and approaches to ensure and improve inclusion, diversity and equity-based outcomes within the organization and across Cal Cities policies, programs, and services.
- Establish and maintain effective working relationships with those contact in the performance of required duties.
- Thorough understanding of and experience overseeing information technology, budgeting, accounting, finance, and human resources business functions, including knowledge of laws and regulations.

- Strong competency in strategic planning and business development.
- Knowledge of principles of department management, budgeting, administration, and supervision.
- Knowledge of data analysis and operations metrics.
- Strong public presentation and written communication skills.
- Familiarity with principles of board and committee administration.
- Ability to work independently and responsibly while managing numerous projects simultaneously.
- Exceptional interpersonal and management skills to interact with executive management, staff, members, vendors and cross-functional teams.
- Travel within and outside of California as needed to perform duties and advance organization goals and objectives.

### **Experience and Training**

Bachelor's degree in accounting, finance, human resources management, business administration or a related field. Master's degree in a related field is highly desirable. Ten years of highly responsible experience with demonstrated success in accounting, finance, or a related field and at least five years in a supervisory capacity.

### **Physical Demands and Work Environment**

The physical demands and work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee regularly works in a business office setting. Tasks require variety of physical activities, not generally involving muscular strain, such as walking, standing, stooping, sitting, reaching and light lifting. Regular and consistent in-person interaction and continuous talking, hearing and seeing required in the normal course of performing the job. Common eye, hand, finger dexterity required to perform some essential functions. Mental application utilizes memory for details, verbal instructions, emotional stability, discriminating thinking and creative problem solving. Infrequent automobile and airline travel required in normal course of job performance.

### **Equipment Used**

Computer, keyboard, mouse	Copier	Scanner
Automobile	Telephone	Smart Phone
Current office applications		