PROGRAM AND SYSTEMS MANAGER

KEY ACCOUNTABILITY STATEMENT

The Program and Systems Manager is accountable for the administration and implementation of all technology platforms, the fulfillment of BALLE's tools and services and is the primary support for BALLE's monitoring and evaluation program.

KEY RESPONSIBILITIES

- Oversees and manages the use of all tech systems including Salesforce, Eventbrite registration system, Drupal website management system, Fuze webinar platform and several e-commerce platforms
- Holds the role of website manager and ensures all back-end systems are integrating properly; maintains relationship with website developers
- Responsible for all aspects of conference registration system elements
- Handles technical aspects of webinar platform
- Manages member recruitment and renewal process; provides front-line customer service for members as necessary
- Plans, designs, builds, administers and evaluates routine surveys, forms and other data collection tools for BALLE's main programs
- Serves internal and external clients with reports and management tools using analytics tools
- Manages day to day aspects of partnership with B Lab to serve members, networks and other BALLE affiliates with data collection needs and reporting related to businesses in the network.

QUALIFICATIONS

- Bachelor's Degree with 3+ years relevant experience
- Must have strong working knowledge and experience with Salesforce, Drupal, Excel, and survey software such as SurveyGizmo
- Must have strong analytics skills and training and/or experience with metrics or monitoring and evaluation projects
- Excellent written and verbal communication skills
- Familiarity and high comfort level with technology and troubleshooting
- Ability to generate accurate and timely reports that demonstrate measurable impact
- Must be able to multi-task and thrive in a fast paced environment
- Passion for BALLE mission

BALLE actively seeks applicants who will contribute to the diversity of the Localist movement and our team. All qualified applicants will receive consideration for employment without regard to race, color, national origin, religion, sexual orientation,

gender, gender identity, age, physical disability, or length of time spent unemployed. This is a full-time position based in Oakland, CA.

BALLE offers a competitive compensation package, with benefits, commensurate with experience. To apply, send a resume, two persuasive writing samples and a compelling cover letter that very specifically describes why you would be a good fit for this particular position to hiring@bealocalist.org

The deadline for submitting resumes is 07/15/14. No phone calls please.