



Construction Advancement Program
of western pennsylvania fund



Master Builders' Association
Of Western Pennsylvania, Inc.

Sponsor of Construction Advancement Program

POSITION DESCRIPTION

POSITION TITLE: Director, Services & Operations
JOB STATUS: Exempt
REPORTS TO: Executive Director

REVISION DATE: January 24, 2022

THE ORGANIZATION

In 1886, a group of contractors organized the Master Builders' Association of Western Pennsylvania, Inc. (MBA) to fulfill a need for unified contractor representation in organized labor dealings. They also recognized the value of promoting the common interests of those in the construction industry and the need to establish guidelines for quality and professionalism.

Recognizing the need for specialized management and jobsite services, due to the complexity and sophistication of the construction industry, the MBA incorporated an industry advancement fund into the collective bargaining agreements to further enhance the contractor's competitive stance in the market. Founded in 1961, this industry fund, the Construction Advancement Program (CAP), provides support services in the areas of safety, public relations, legislation, human relations, industry relations, education, and apprenticeship.

Today the Master Builders' Association of Western PA, Inc. (MBA) is the trade association representing the commercial construction industry in western Pennsylvania. Our more than 240 member companies include general contractors, construction managers, specialty contractors, and service and supplier companies and collectively account for more than eighty (80) percent of the commercial construction in our area.

We are searching for a talented industry professional with programs and operations experience who can help us better leverage the efforts of staff subject matter experts, develop and deliver high-value training and education programs, and help the Executive Director align organizational efforts for strategic advancement.

POSITION SUMMARY

MBA has an immediate opening for a **Director of Services and Operations**. The Director of Services and Operations will be an integral part of the overall efforts of MBA to provide relevant, high quality, memorable programs to member companies and construction stakeholders. The Director will be responsible for the creation and delivery of association programs in collaboration with the Director of Safety Services and Director of Workforce Development & DEI. The Director of Services and Operations will report to the Executive Director and will support the membership and marketing efforts of all MBA departments.

Leading the Industry, Building the Region!

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ESSENTIAL DUTIES AND RESPONSIBILITIES

Training & Education

- Strategically partner with internal subject matter experts to bring member, workforce, and safety training to fruition, such as conferences, webinars, and other events convened for the benefit of our members.
- Provide instructional design and facilitation strategy and guidance throughout the design, development, and implementation phases, along with creating evaluation tools to measure program quality and effectiveness.
- Through a collaborative, team approach, provide the highest level of programs and services to elevate member value and help increase the membership value proposition.
- Provide clear timelines and consistent follow-up through all phases of the program lifecycle, communicating with internal and external stakeholders.
- Provide the Director of Membership and Marketing all relevant information necessary to communicate and promote member offerings; utilize marketing materials, including ads, graphics, programs, videos, and other collateral.
- Research target audiences' knowledge and skills needs, identify gaps, recommend topics in partnership with subject matter experts and evaluate program performance once implemented.
- Maintain existing and create new project/program documentation such as templates, processes and procedures, marketing copy and project tracking.
- Stay current on instructional design, facilitation, educational program management best practices and emerging technologies.
- Lead and assist with new and ongoing education collaborations with outside organizations; serve as positive advocate for MBA education programs and initiatives.
- Contribute financial projections and outcomes to help other directors develop and manage any budgets related to training and education.
- Inform and support the Director of Membership and Marketing in executing a membership engagement and retention strategy.
- Serve as the staff liaison to relevant or assigned committees and assist in the development, implementation, and coordination of committee activities.
- Represent the association at assigned meetings and industry events as needed.
- Manage and coordinate webinars as assigned.

Strategic Alignment

- In support of the Executive Director, help execute strategic planning initiatives.
- Collaborates with Executive Director to enhance personnel, office, and program efficiency in alignment with the strategic goals and advise on operational matters.
- Help ensure that all internal and external operations are well-coordinated and productive.
- Support the Executive Director in vendor, tenant, and partner relations.
- Ensure compliance with organizational regulations, standards, specifications, and industry best practices.

Operations

- Manage other general business and operational responsibilities such as contract development or review, vendor relations and negotiations, tenant lease and building management relations, etc.
- Oversee the Coordinator of Accounting and Operations and their efforts related to organizational finances and building operations.

EDUCATION AND/OR EXPERIENCE

- Highly motivated self-starter with a proven sense of initiative and ownership, including association experience, program development and customer relations.
- Bachelor's degree from an accredited institution in a related field is required.
- Minimum 3-5 years of relevant training and/or education experience in an association setting that includes program development is preferred.
- Strong analytical skills for gathering and interpreting member needs, interests, motivations, and requirements.
- The ideal candidate will have excellent written and interpersonal communication skills.
- Proven project management skills, attention to detail, and ability to manage multiple projects, timelines, and stakeholder relationships effectively.
- The ability to plan and manage multiple activities simultaneously and identify the most efficient ways to run processes for long-term success.
- Proficiency with and a "can do" approach to diverse computer programs and software packages, including the Microsoft Office Suite (Word, Excel, PowerPoint, Outlook).
- Construction industry experience a plus.
- Demonstrated commitment to excellence.
- Occasional travel required with evening and weekend assignments possible.

SALARY AND BENEFITS

This is a professional level Director position reporting to the Executive Director. Salary will be determined based upon education, experience, and skills. Benefits include potential annual salary adjustments and bonus, including a robust insurance and generous 401(k) package, as determined through an annual performance evaluation.

The MBA is an equal opportunity employer and does not discriminate on the basis of race, skin color, national origin, gender, gender identity, gender orientation, age, religion, disability status, veteran status or any other trait protected by law. Diverse individuals are encouraged to apply.

INTERESTED CANDIDATES

If you are an accomplished association and/or construction industry professional who is ready to serve a mission-driven Board and are eager to work in support of the membership with a group of multi-talented and hardworking colleagues, please send your resume and cover letter, including salary requirements, to vcoen@mbawpa.org.

About MBA:

The Master Builders' Association of Western PA, Inc. (MBA) is a non-profit 501(c)6 trade association serving as the voice for the construction industry in Western Pennsylvania. With an annual operating budget of just under \$1 million, MBA provides valuable member services, promoting best practices, and helping to grow a highly skilled workforce. Led by a 13-person board, MBA has a 125+ year track record of industry relevance and impact. MBA serves more than 240-member companies and is a chartered affiliate of the Associated General Contractors of America. To learn more about MBA, please visit <http://mbawpa.org>.