SCMTS Job Description · November 2021

Account Manager

About SCMTS

The Santa Cruz Mountains Trails Stewardship (SCMTS) is a nonprofit trail stewardship organization dedicated to trail building, responsible land management, and education. We work to support, preserve, and expand sustainable trail access throughout the Santa Cruz Mountains area. We're trail builders, resource management experts, and outdoor enthusiasts who are driven to provide equitable and sustainable trails for all users.

Position Summary

SCMTS' Account Manager is responsible for business development, client relationship management, and administration functions of SCMTS trail and bike park project development. The Account Manager works closely with the Trails Planning Director, Operations Director, and Trails Superintendent to deliver amazing customer service and products to our clients and land manager partners. Our Account Manager leads our project development process to guide projects towards implementation, ensuring a stable and predictable source of revenue and employment for our trail crew, and acts as the primary point of contact for clients from lead generation to project close out. Additionally, the Account Manager is responsible for contract and grant management, including invoicing and reporting. The ideal candidate is organized, responsive, and excited to provide the highest quality trail experiences to our clients and partners.

Responsibilities

Sales and Lead Generation (40%)

- Organization's primary point of contact with new, potential customers and partners.
- Respond to new project inquiries from website, email, and other leads in a timely and responsive manner.
- Explain and sell our organization and services.
- Track and monitor developing public projects, bid announcement boards, and other potential sources of work.
- Manage and track customer contacts in our CRM system and schedule and assign communications.
- Conduct initial site visits with customers and develop design and construction proposals.
- Assess, clarify, and validate client needs on an ongoing basis.
- Build and maintain project pipeline to keep SCMTS trail crews fully employed.

SCMTS Job Description · Account Director · Oct 2021

Project and Contract Development, Management, and Administration (50%)

- Work closely with Trails Planning Director and Trails Superintendent on project proposals and cost estimates.
- Develop and manage contracts and change orders with clients and subcontractors.
- Prepare invoices/reimbursement requests for fee-for-service and grant funded work.
- Set up and manage project management tools for communications, cost tracking, and file management.
- Perform grant administration, management and reporting duties as required by funding sources.
- Track and report on project budgets and estimated vs. actual costs.
- Work closely with Trails Superintendent to maintain and update work productivity database and other estimating tools.
- Assist with grant application development.

Other Administrative Tasks as required (10%)

- Participate in SCMTS staff meetings and development activities.
- Complete required administrative tasks in a timely manner that may include but are not limited to: time tracking, expense reports, etc.

Desired Qualifications and Experience

- A passion for trails and outdoor recreation.
- Above-and-beyond time management and organizational skills.
- Excellent written and oral communication skills.
- People skills - excellent listener and respectful communicator.
- Experience with trails and/or construction.
- Basic understanding of federal, state, and local laws regarding wildlife protection, sensitive species considerations, storm water protection, construction permitting and related regulations.
- Familiarity with sales process and working with CRM systems and demonstrated success in a sales environment.
- Strong work ethic - high integrity, relentless drive and enthusiasm, and a desire for long-term employment.
- Experience using Google Drive tools, including Sheets, Docs, Calendars, etc.
- Self-starter with the ability to manage multiple projects independently
- Experience with project management and communication tools such as Monday and Slack

Additional Desired Skills

- Fluency in Spanish or other languages spoken in California is strongly preferred.
- Knowledge of SCMTS, familiarity with trail building and recreation communities throughout California.

Santa Cruz Mountains Trail Stewardship is an Equal Opportunity Employer. Candidates from diverse backgrounds are encouraged to apply.

Physical Requirements

This job requires prolonged sitting and use of computer and mouse, as well as occasional hiking off trail on steep and/or unstable slopes, including potential exposure to poison oak, ticks, and other environmental hazards. These requirements are representative, and reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

Performance Metrics and Evaluation

Your success will be measured by your ability to:

- Successfully develop a long term project pipeline.
- Stay current with client communication and project invoicing, budget tracking, and reporting requirements.
- Improve processes and systems used for project tracking, estimating, and reporting.

Additional Information

Work location is at the SCMTS office in Santa Cruz, California with some remote work permitted.

Status, Compensation, and Benefits

This is an exempt full-time staff position with a salary range based on prior experience. SCMTS provides a comprehensive benefits package, including health, dental, and vision insurance. SCMTS offers a 401K retirement plan with up to 3% matching contributions. Annual paid leave benefits include ~10 holidays, 3 sick days, and 15 vacation days.

Equal Opportunity Policy

SCMTS' policy is to afford equal employment opportunity to all persons, regardless of age, ancestry, color, disability, gender, gender expression, gender identity, marital status, medical condition, military or veteran status, national origin, political affiliation, race, religion, sex, and sexual orientation. This policy demonstrates SCMTS' commitment to creating a diverse and inclusive environment that values different perspectives and fosters belonging.

To Apply

Submit a cover letter, resume, and list of 3 professional references to jobs@santacruztrails.org. Please include any pertinent information, including professional and personal experience, that is relevant to the position. This position is open until filled.