



JOB DESCRIPTION

TITLE: Director, Operations and Member Relations

STATUS: NARA Staff, Exempt

JOB TYPE: Full-time

LOCATION: Remote

REPORTS TO: President & CEO

About NARA

The North American Renderers Association (NARA), previously known as the National Renderers Association (NRA), rebranded in 2019 to better represent its members and mission. NARA is the international trade association for the rendering industry, which recycles animal by-products and used cooking oil (UCO) into valuable, sustainable products for the animal feed, pet food, and biofuel industries.

NARA represents 35 member companies operating over 170 rendering plants in the U.S. and Canada. These members account for more than 95% of North American production by independent and integrated renderers. Often referred to as the “original recyclers”, the industry produces a wide range of products including animal fats, used cooking oil, animal protein meals, gel bone, and hides.

Position Overview

The **Director of Operations and Member Relations** is responsible for overseeing the day-to-day operations of NARA, ensuring operational efficiency, and fostering strong relationships with members and member organizations. This role requires exceptional organizational, communication, and leadership skills to support the association’s mission and strategic initiatives. The Director will work closely with the President & CEO, members, and key stakeholders to enhance member engagement and operational effectiveness.

Key Responsibilities and Requirements

Operations Management

- Work closely with the President & CEO to oversee daily operations, ensuring efficient workflow and adherence to organizational policies.
- Manage resources, vendor contracts, and operational budgets to optimize efficiency and cost-effectiveness.
- Develop and implement internal systems and processes to enhance productivity and service delivery.
- Support the President & CEO in governance matters, including board meetings, strategic planning, and reporting.

- Coordinate compliance with industry regulations, policies, and best practices.

Member Relations & Engagement

- Serve as the primary liaison for NARA members, ensuring high levels of engagement, satisfaction, and retention.
- Develop and execute strategies to recruit new members and enhance the value proposition of NARA membership.
- Address member inquiries, concerns, and feedback promptly and effectively.

International Programs Compliance

- Ensure compliance with international trade programs and standards affecting NARA's operations. Programs include the Market Access Program (MAP), Foreign Market Development Program (FMD), and the Regional Agricultural Promotion Program (RAPP)
- Collaborate with the US Department of Agriculture (USDA) to facilitate regulatory compliance.
- Assist the Senior Vice President, International Programs, regarding international market requirements and program related requirements

Stakeholder Engagement & Industry Representation

- Build and maintain relationships with industry partners, government agencies, and key stakeholders.
- Represent NARA at industry meetings, conferences, and public forums to advance the association's goals.
- Monitor industry trends, policy changes, and regulatory developments to inform association strategies.

Qualifications & Experience

- Bachelor's degree in agriculture, business administration, association management, or a related field.
- Minimum of 3 years of experience in operations management, membership relations, or association leadership.
- Strong organizational and project management skills, with the ability to multitask and meet deadlines.
- Excellent verbal and written communication skills, with experience in stakeholder engagement.
- Proven ability to build and maintain relationships with members, partners, and industry professionals.
- Proficiency in Microsoft Office Suite and association management software (CRM) preferred.

Key Competencies

- Leadership and strategic thinking
- Member-focused mindset
- Strong problem-solving and decision-making abilities
- Detail-oriented with a commitment to operational excellence

- Ability to work independently and collaboratively in a fast-paced environment

Language Skills

Must have good command of the English language. This includes the ability to read, write, speak, listen and communicate effectively with members, work colleagues, customers/clients, government officials and the public to carry out responsibilities or respond to inquiries.

Computer Skills

Proficiency in Microsoft Office software including Word, Excel, PowerPoint, and Outlook, and ability to refresh and update skills as needed.

Mathematical Skills

Ability to apply basic mathematical concepts such as addition, subtraction, multiplication and division and to this using whole numbers, common fractions and decimals.

Reasoning Ability

Ability to define problems, collect data, establish facts and draw valid conclusions.

Physical Requirements

While performing the duties of this job, the employee is regularly required to sit, stand, walk, talk, speak clearly and hear. The employee frequently is required to use hands to finger, handle, feel and reach with hands and arms, and lift up to 30 pounds. Must be able to travel and lift own suitcases.

Work Environment

Remote.

Application Process

Send electronic submission of cover letter and resume including salary requirements to kswisher@nara.org. Interested individuals are encouraged to apply quickly as the applicant review and interview process will begin immediately and will continue on a rolling basis until the position is filled. Please include "Director Operations" in the subject line. Finalists will be contacted.

The North American Renderers Association is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability, or any other protected status.