

**PIERCE PEPIN COOPERATIVE SERVICES
ELLSWORTH, WISCONSIN**

POSITION DESCRIPTION

DIRECTOR OF EXECUTIVE OPERATIONS

DEPARTMENT: Administration

STATUS: Salaried Exempt

I. POSITION SUMMARY

The Director of Executive Operations serves as a strategic partner to the President & CEO and an organizational integrator for Pierce Pepin Cooperative Services. This position is responsible for driving execution of the Cooperative's strategic priorities, coordinating enterprise-wide initiatives, strengthening organizational accountability, supporting Board governance, and improving operational effectiveness across the organization. By connecting strategy with execution, the Director of Executive Operations helps ensure the Cooperative's long-term goals are achieved through disciplined planning, cross-functional collaboration, and continuous improvement.

II. REPORTING RELATIONSHIPS

- A. Reports to: President & CEO
- B. Supervises: No Direct Reports
- C. The position is responsible for working closely with the senior management, department heads, and board of directors. This position will also be responsible for any outside vendors, consultants or other entities related to executive and strategic functions.

III. MAJOR RESPONSIBILITIES AND AUTHORITIES

Essential Functions – Strategic Execution and Enterprise Project Management

Provide the leadership, coordination, and accountability necessary to ensure the Cooperative's strategic priorities are translated into measurable action, executed on schedule, and aligned with the Board's strategic direction.

1. Partner with the President & CEO, senior leadership team, and Board of Directors to execute the Cooperative's strategic plan.
2. Manage the Cooperative's strategic planning calendar and annual planning process.
3. Maintain an enterprise project portfolio and work directly with data analyst to provide executive dashboard that provides visibility into organizational priorities.
4. Coordinate enterprise-wide strategic initiatives and special projects.
5. Establish project milestones, timelines, and accountability measures.
6. Monitor progress toward strategic objectives and proactively identify barriers to successful execution.
7. Facilitate quarterly strategic review meetings and prepare executive summaries.
8. Lead special projects as assigned by the President & CEO.

Essential Functions – Executive and Board Operations

Strengthen executive leadership and governance by ensuring the President & CEO and Board of Directors receive exceptional operational support, timely information, and coordinated follow-through on organizational priorities.

1. Serve as a strategic partner to the President & CEO in advancing organizational initiatives.
2. Coordinate executive leadership meetings and ensure action items are documented, assigned, and completed.
3. Assist in preparing Board agendas, reports, presentations, and coordinates meeting materials.
4. Coordinate Board and committee administrative activities, including proactively coordinating meetings and events, managing travel and conference arrangements, resources, and handling related communications.
5. Provide regular updates to the Board regarding strategic initiatives and organizational progress.
6. Anticipate executive needs and proactively coordinate meetings, resources, and communications.
7. Serve as a trusted advisor and resource to executive leadership and the Board of Directors.
8. Coordinates the Pierce Pepin Cooperative Services Annual Meeting.

****Participation in evening monthly board meetings is a requirement of this position.****

Essential Functions – Organizational Effectiveness and Continuous Improvement

Improve organizational performance by creating consistent processes, measurable performance metrics, and a culture of accountability and continuous improvement across the Cooperative.

1. Partner with senior leadership to identify operational improvement opportunities.
2. Lead process improvement initiatives across departments.
3. Develop, document, and maintain organizational standard operating procedures.
4. Work with department leaders to establish meaningful key performance indicators.
5. Support organizational budgeting for strategic initiatives and major projects.
6. Develop systems that improve visibility, accountability, and organizational decision-making.
7. Promote collaboration and communication across departments to improve operational effectiveness.

Essential Functions – Governance, Risk Management, and Administrative Operations

Ensure the Cooperative maintains strong governance practices, proactively manages organizational risk, and fulfills contractual, regulatory, and administrative obligations.

1. Coordinate enterprise policy development and annual policy review processes.
2. Identify organizational risks that may impact strategic priorities and communicate recommendations to leadership.
3. Maintain oversight of vendor contracts, renewals, and contractual obligations.
4. Develop systems to monitor compliance deadlines and organizational requirements.
5. Coordinate with the Compliance Officer to ensure regulatory filings, customer communications, and required documentation are completed on schedule.
6. Monitor organizational compliance calendars and reporting requirements.
7. Oversee coordination of Cooperative facilities, maintenance activities, and vendor relationships.
8. Coordinate facility planning, physical security initiatives, and administrative operations.

Essential Functions – Leadership Coordination and Organizational Alignment

Strengthen collaboration, communication, and alignment across the Cooperative by serving as an organizational integrator that helps leadership teams work together to achieve common goals.

1. Build productive working relationships across all levels of the Cooperative.
2. Coordinate communication and collaboration among departments to improve organizational execution.
3. Help leaders prioritize initiatives and allocate organizational resources effectively.
4. Facilitate organizational change initiatives and cross-functional projects.
5. Promote accountability through consistent follow-up and transparent reporting.
6. Represent the President & CEO on internal committees, working groups, and organizational initiatives as appropriate.
7. Foster a culture of collaboration, ownership, and execution throughout the organization.

General Requirements

1. Provide world-class member and customer experience.
2. Cooperative with all employees and supervisors in maintaining good working relationships.
3. Demonstrates cooperative shared values.
4. Learns and complies with all Cooperative policies, procedures, rules, and regulations.

The **Director of Executive Operations** shall be required to perform any other duties as assigned in order to fulfill the objectives of the Cooperative.

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities of personnel so classified.

IV. EXTERNAL RELATIONSHIPS

1. Outside Consultants
2. Trade and Vendor Organizations: WECA, NRECA, WSTA, Dairyland Power, CFC, CRC, NRTC
3. Cooperative Attorney, Auditors and Other Professional Services

SPECIFICATIONS

DIRECTOR OF EXECUTIVE OPERATIONS

Job Knowledge, Training, and Experience:

Education: Bachelor's degree in business administration, Organizational Leadership, Public Administration, Project Management, Communications, or a related field is required. A Master of Business Administration (MBA), Master of Public Administration (MPA), Project Management Professional (PMP) certification, Certified associate in project management (CAPM), or other relevant graduate degree or professional certification is preferred.

Experience: Minimum of seven (7) years of progressively responsible leadership or management experience with demonstrated success in strategic planning, project management, executive support, organizational leadership, business operations, or related field. Experience working directly with executive leadership, boards of directors, or senior management is strongly preferred.

The successful candidate will possess demonstrated experience in:

- Leading and coordinating complex, cross-functional initiatives.
- Driving organizational execution and accountability.
- Developing executive reports, presentations, and Board materials.
- Facilitating strategic planning and organizational performance measurement.
- Managing multiple priorities while maintaining exceptional attention to detail.
- Improving organizational processes and implementing operational efficiencies.
- Building collaborative relationships across departments and with external stakeholders.

Experience within an electric cooperative, utility, telecommunications, or other highly regulated industry is preferred but not required.

Equipment Operated: Regular use of personal computers, laptop computers, Microsoft Office applications, virtual meeting platforms, project management software, document management systems, and standard office equipment. Ability to quickly learn and utilize new business software and reporting tools is expected.

Abilities and Skills: The successful candidate must demonstrate exceptional organizational, analytical, and interpersonal skills while operating with a high degree of professionalism, discretion, and independent judgment.

The position requires the ability to:

- Think strategically while effectively managing day-to-day execution.
- Lead multiple enterprise initiatives simultaneously while meeting deadlines.
- Build consensus and influence without direct supervisory authority.
- Exercise sound judgment in handling confidential and sensitive information.
- Communicate professionally and effectively with employees, executive leadership, the Board of Directors, members, vendors, government agencies, and community partners.
- Prepare high-quality reports, executive summaries, presentations, policies, and correspondence.
- Analyze organizational issues, identify solutions, and recommend improvements.
- Develop systems that improve accountability, project visibility, and organizational performance.
- Maintain exceptional attention to detail while balancing competing priorities.
- Work independently with minimal supervision while anticipating organizational needs.

Advanced proficiency with Microsoft 365, including Outlook, Word, Excel, PowerPoint, Teams, OneDrive, and SharePoint, is required. Experience with project management software, dashboard development, business intelligence tools, document management systems, and meeting management software is preferred.

Physical and Mental Requirements:

- Ability to sit, walk and/or stand for prolonged periods, up to 7 hours in an eight-hour day, with or without back support.
- Ability to perform light physical work, continuously lifting up to 10 pounds without assistance and infrequently lifting up to 30 pounds.
- Ability to effectively communicate verbally and in writing with employees, Board members, members, vendors, government officials, and community stakeholders.
- Ability to conduct presentations and facilitate meetings before small and large groups.
- Ability to use computers, office equipment, and communication devices for extended periods.
- Ability to maintain concentration while managing multiple priorities, frequent interruptions, and rapidly changing organizational needs.

- Ability to analyze information, solve problems, exercise sound judgment, and make independent decisions consistent with organizational priorities.

Working Conditions:

- Work is primarily performed in a professional office environment with frequent interaction among employees, members, vendors, and visitors.
- The position requires frequent participation in meetings, strategic planning sessions, and community events.
- Limited flexibility for remote work may be approved based on organizational needs and the responsibilities of the position.
- Attendance at evening Board meetings, leadership meetings, community functions, and occasional weekend events is required.

Travel and Residency:

- Periodic overnight travel for conferences, training, professional development, and organizational meetings will be required.
- As a community-focused cooperative, residency within or near (within 45 minutes of commute) the Pierce Pepin Cooperative Services headquarters is strongly encouraged to foster engagement with members, employees, and community partners.

Following a conditional offer of employment, the selected candidate must satisfactorily complete a background investigation.

The above statements are intended to describe the general nature and level of work being performed by the person assigned to this position. Essential job functions are intended to describe those functions that are primary to the performance of this job, and other job duties include those that are considered secondary to the overall purpose of this job.

This job description does not state or imply that the above are the only duties and responsibilities assigned to this position. Employees holding this position will be required to perform any other job-related duties as requested by management. All requirements are subject to possible modification to reasonably accommodate individuals with a disability.

Parts of this job description may include content generated by AI.

Originated: 08/17/2026

Pierce Pepin Cooperative Services reserves the right to revise or change the job responsibilities as the need arises. This job description does not constitute a written or implied contract of employment.