



Operations Manager

Background:

HOPE has a 30+ year track record of successfully transforming lives by empowering New Yorkers living in poverty to achieve economic self-sufficiency through employment and advancement. HOPE is an outcomes-focused organization. Our student-centered approach, wide range of support services, and commitment to lifelong support yield strong results, notably a job placement rate of 76% and retention rates of 93% at 90 days and 83% at one-year.

Based in downtown Brooklyn and the Hunts Point section of the Bronx, HOPE operates with 50 full time staff and numerous part-time staff, interns and volunteers. Our FY20 operating budget is approximately \$7 million. At HOPE we are focused on expanding our impact and positioning ourselves for growth while continuing to enhance the quality of our services and build upon our successful outcomes.

The Position:

The HOPE Program is seeking an Operations Manager who will support both the Brooklyn and Bronx locations. This is a full-time position which will report to the Chief Finance & Operations Officer. S/he will supervise 4 operations staff and help manage relation with our outsourced IT services vendor.

Essential Functions:

Facilities

- Spearhead a number of renovation/upgrading initiatives with the goal of greening the office environment including recycling, composting, significantly reducing or getting rid of single use plastic
- Coordinate all maintenance and repairs; track maintenance issues and ensure a swift response
- Manage access to buildings by creating and constantly updating a list of key holders, access codes; responsible for ensuring proper access level is in place during staff transitions
- Manage all custodial operations
- Ensure proper operation of HVAC/heating systems
- Serve as liaison for vendors and building management

Operations

- Develop procedures for emergency evacuation and conduct periodic staff trainings; ensure organization is in compliance with all fire safety regulations
- Manage inventory of program construction materials, clothing closets, and other supplies

- Setup and maintain a process for scheduling of classrooms, conference rooms, and other common areas
- Maintain a catalog of leases including office space, copier, etc.
- Coordinate vehicle maintenance
- Oversee organizational liability insurance policies; ensure they are current and provide sufficient coverage levels; handle all COI requests
- Ensure organization wide compliance with health and safety laws, as well as federal and state workplace regulations
- Maintain office and classroom layout and ensure new staff is setup properly with necessary furniture and equipment prior to their start date

Technology

- Oversee the strategic procurement and maintenance of technology equipment in partnership with the outsourced technology service provider
- Maintain an up-to-date equipment inventory; ensure all equipment is properly tagged
- Triage technology issues and coordinate proper response

Other duties as assigned

Qualifications

- Minimum level of education: Bachelor's Degree
- 3+ years in operations, real estate management, and/or construction project management
- Strong computer and administrative capabilities
- Demonstrated leadership ability and an effective communicator
- Excellent interpersonal, presentation and facilitation skills
- A keen eye for detail and impeccable time, project management, and organizational skills
- Flexibility, grace under pressure, ability to make strong rational decisions, and a good sense of humor

The HOPE Program offers a competitive salary and comprehensive benefits package.

For consideration interested candidates are invited to email a cover letter and resume to hr@thehopeprogram.org. Please indicate in response how you learned of this opportunity. Resumes unaccompanied by a cover letter will not be reviewed. No telephone calls, please.

The HOPE Program is an equal opportunity employer.