Program Operations Associate

Background:

The HOPE Program is a leader among New York City job training providers, upskilling adult jobseekers (ages 18-70) for a broad range of sectors, including a focus on green construction, maintenance, infrastructure and related careers. We work with individuals facing deep structural barriers to employment, including histories with the criminal legal system, current and/or past homelessness, substance abuse disorders, low educational attainment and more. Our comprehensive approach includes classroom training, industry-recognized certifications, digital literacy and access, financial literacy and access, mental health support, case management, paid job training, and our signature “HOPE for Life” approach, which provides a vital community of support throughout the lives of HOPE graduates’ careers. With measurable outcomes among the strongest in the industry, HOPE’s impact sits at the intersection of COVID-19 recovery, racial justice, and building a more equitable future for New York City. Our work is best described in the words of our graduates, such as Enrique.

The Position:

HOPE seeking a candidate with experience in organizing new and ongoing projects. The Program Operations Associate is responsible for supporting project and program teams in the coordination, implementation, execution, and completion of specific projects and initiatives ensuring consistency with organizational strategy, commitments and goals. A Program Operations Associate understands the scope and expectations of assigned projects and has responsibilities and accountabilities related to those projects. The Program Operations Associate will serve as a point person for assigned projects and will manage relationships internally and externally with project stakeholders. This position reports to the Chief Program Officer and will be based in HOPE’s Downtown Brooklyn location.

Responsibilities:

- Maintain and monitor project plans and schedules for program-wide staff and participant events, data projects, programmatic goals monitoring, and other program-wide related projects.
- Ensure projects adhere to designated frameworks and all documentation is maintained appropriately for each project.
- Assess project risks and issues and provide solutions where applicable.
- Chair and facilitate meetings where appropriate and distribute minutes to all program/project team members.
- Create a project management calendar for fulfilling each goal and objective.
- Organize, attend, and participate in stakeholder meetings, both externally and internally.
- Document and follow up on important actions and decisions from meetings.
- Prepare necessary presentation materials for meetings.
- Ensure project deadlines are met.
- Develop project strategies to determine changes.
- Provide administrative support as needed.

**Program Operations Associate Requirements:**

- Experience in one or more of the following preferred: short and/or long term project development and management, convening project participants, and data analysis
- College degree and/or a minimum of 3 years relevant experience
- Demonstrated ability to consistently complete work-related duties
- Exceptional verbal, written, and presentation skills
- Ability to work effectively both independently and as part of a team
- Competency in Google Suite applications
- Ability to work on tight deadlines
- Interest in workforce development and environmental sustainability
- Enthusiasm about being part of a high-impact, growing organization

**Salary/Benefits:** Salary is dependent on experience. HOPE provides a full package of benefits including: healthcare and dental insurance; retirement plan; competitive vacation (plus 1/2 day Fridays during summer which is equal to 7.5 additional vacation days); and 12 paid holidays.

**Interested Candidates:** Email cover letter, indicating what position you are applying for and where you saw listing, and resume to hr@thehopeprogram.org. Resumes unaccompanied by a cover letter will not be reviewed. No telephone calls, please.

As the City of New York expands the COVID-19 Safety Requirement to employees of all contracted organizations, effective November 1, 2021, HOPE employees are required to provide one-time verification of vaccination.

[www.thehopeprogram.org](http://www.thehopeprogram.org)