Position: Operations Manager  
Reports to: Director of Operations and Special Projects  
Status: Full-time Exempt  
Start Date: ASAP

**The Job**
The Opportunity Network (OppNet) is looking for a highly productive individual with excellent organizational skills to join our team as Operations Manager. The successful candidate will manage the day-to-day operations of our office to ensure the efficient functioning, safety, and professionalism of OppNet’s office by overseeing the physical space, enforcing policies, and creating a welcoming environment for OppNet staff, Fellows, and other stakeholders. This is a critical role in ensuring effective on-site, and at times off-site, program operations so that OppNet’s program teams can best serve our Fellows, Alumni, and partners. This position will report to the Director of Operations and Special Projects.

**The Organization**
Since 2003, The Opportunity Network has ignited the drive, curiosity, and agency of students from historically and systematically underrepresented communities to connect them to college access and success, internships, career opportunities, and personal and professional networks. Our two core programs, OppNet Fellows and Career Fluency® Partnerships, are anchored in our proprietary Career Fluency® curriculum, which articulates the necessary skills and mindsets for college and career readiness. All of the work OppNet leads is in service of realizing our vision of a nation connected through vibrant communities and networks actively in pursuit of social justice and educational equity – a nation where all young people can freely create their own path to enduring success that honors their passions, ambitions, and full identities.

**The Person**
The ideal candidate will personally connect to the important work we do and value diversity, equity, and inclusion (DE&I) across the organization. The candidate will demonstrate DE&I values by actively participating in all organizational-wide learning sessions and self-reflection as well as working with others to enact changes that contribute to meeting the organization’s DE&I goals. The candidate will be a proactive, forward thinker and should also possess outstanding professionalism and discretion, organization and attention to detail, energy and initiative, the ability to prioritize and complete a variety of tasks on time, and a willingness to work on a wide range of assignments.

**Responsibilities**
Organizational Operations
- Oversee the daily functions of the office including but not limited to:
  - Responding to staff inquires
Greeting guests
Answering incoming phone or in-person queries
Troubleshooting minor IT issues toward quick and efficient resolutions
Receiving incoming and directing outgoing mail and packages
Supporting the usage of A/V equipment
Supervising the booking of meeting rooms and use of other shared spaces
Maintaining the orderliness of OppNet’s physical space including but not limited to: meeting rooms, pantry, printing/copying area, and other common spaces

- Build-out office inventory system by overseeing the ordering and storage, as well as the process of managing general office supplies (paper, ink, toner, etc.); office stationery; kitchen supplies; laptops and other related computer hardware (printers, etc.)
- Support the development, enforcement and improvement of management systems by enhancing current processes, implementing best practices and designing protocols
- Perform duties to maintain consistent orderliness of OppNet's physical space including but not limited to weekly fridge cleanout, seasonal space clean up, etc.
- Optimize OppNet’s vendor management process:
  - Manage organization’s relationships with -
    - YearUp New York (YUNY) OppNet’s landlord
    - Ivanhoe Cambridge (85 Broad Property Management Company) through the property management software Building Engines to request electrical, handyman, janitorial, HVAC, waste disposal and other services
    - All other vendors who provide services including but not limited to: catering, IT, bulk supplies, couriers, etc.
- Manage all IT issues (computers, telephone, internet, A/V) with support and/or services from appropriate vendors to troubleshoot, problem-solve and resolve
- Point person for all building safety and security needs: registering visitors, managing building ID related inquiries, sharing updates on building systems’ testing and emergency drills, etc.
- Support the communication and enforcement of protocols to take care of OppNet’s physical space

Program Operations
- Liaise with the Associate Director of Programs and other program team leads to have a comprehensive understanding of programming space needs
- As a key operations contact with YUNY – liaise with YUNY Operations teams to secure training rooms for OppNet’s daily programming:
  - Manage program space calendar
  - Responsible for managing all training room requests and bookings
  - Communicate YUNY related inquiries to YUNY and close the loop with the person who inquired
  - Manage all program related calendars to communicate time, location, and access to training rooms for OppNet and YUNY
- Support the execution of logistics for on-site programming to:
- Ensure that Fellows and Alumni have building access
- Ensure that OppNet has adequate MetroCard for Fellows
- Assist with Fellows check-in process for daily programming (Monday - Thursday)

- Assist program teams with class prep materials, placing orders, room-set up, and following up with all space request
- Build and roll-out a sustainable process for managing OppNet’s ChromeBooks
- Manage ordering for impromptu and planned staff celebrations and meals
- Coordinate set up and clean up for programs
- Attend and assist with special student events
- Build and roll out a centralized process for managing catering OppNet programs
- Organize the summer interns’ schedules
- Communicate and enforce YUNY space protocols to maintain harmonious tenant-subtenant relationship

**Administrative Support**

- Manage the process of advertising new positions as they become open
- Manage administrative onboarding process for new hires including setting up desk/workstation, building ID, orientation to physical office space, etc.
- Serve as a member of OppNet’s Diversity Equity and Inclusion (DEI) working groups, attend quarterly staff led DEI Days and fully participate in any organization-wide DEI programming
- Support the coordination of activities designed by the Staff Appreciation Committee
- Track OppNet’s full-time employees’ use of paid time off
- Other tasks and projects, as assigned by the Director of Operations and Special Projects

**Qualifications and Competencies**

- B.A. from a U.S. accredited college/university
- Three to five years of experience working in operations in a fast-paced, high-standards environment
- Demonstrated skill set in project management, including:
  - ability to keep a project moving toward successful completion
  - awareness of budget parameters
  - ability to set and meet deadlines
  - understands how metrics and competencies are connected to various projects
  - effective cross-departmental communication
  - detail oriented
  - outstanding organizational skills
  - creative and critical problem-solving skills
- Excellent written and interpersonal communication skills
- Experience using Microsoft Suite (Word, Excel, Outlook, and PowerPoint) and Google Suite (Gmail, Docs, Sheets, Calendar, and Forms)
- Ability to translate big-picture thinking into detailed plans and seamless execution
- Experience handling confidential client and employee information and data
● A team player with a strong work ethic and consistent follow-through
● Possesses maturity, poise and excellent judgment
● Interest in and ability to easily learn new technology
● Availability and willingness to work select evenings and some weekends

Salary
Commensurate with experience, plus top-of-the-line medical benefits, retirement plan and vacation policy, accruable comp time and a great work environment.

To Apply
Please submit a resume and cover letter, outlining how your credentials relate specifically to the responsibilities and qualifications listed above, salary requirements, and earliest available start date to jobs@opportunitynetwork.org. Please put “Operations Manager 2019” in the subject line.