

Job Title: Operations Manager / Senior Manager
Team: Administration
Location: New York City (“Hybrid” Work Model)
Job Type: Full-Time (Salaried, Exempt, 35 hours per week)
Start Date: October 2022

New York Peace Institute

New York Peace Institute is one of the nation's largest non-profit conflict resolution organizations, helping thousands of people peacefully, creatively, and durably resolve their disputes each year. We provide free conflict resolution services, including mediation, conflict coaching, facilitation, arbitration, and restorative justice processes virtually, and through our Brooklyn and Manhattan Centers, and in cooperation with courts, community-based organizations, schools, and City agencies. In addition, we train and credential mediators, host public events on peacebuilding, and provide customized training and consulting services in New York City and beyond.

For more information, visit our [website](#), or find us on [Instagram](#), [Facebook](#), [Twitter](#), and [LinkedIn](#).

The Candidate:

- Are you an early-career nonprofit professional ready to take on an administrative leadership role?
- Do you have successful work experience in nonprofit human resources, operations, or finance?
- Are you eager to join the Admin Team of a small and mighty nonprofit org focused on mediation and conflict resolution?
- Do you want to contribute your cultural competency, communication skills, and project management acumen to an organization serving thousands of New Yorkers?
- If this sounds like you, please read on for details and submit your cover letter and resume for consideration. (*The offer for this opportunity will be made as either a Manager or Senior Manager, depending on the years of relevant experience that you bring.*)

The Role

The Operations Manager works closely with the CEO, the Admin Team, an external professional employer organization (Trinet), an external accounting firm (Brand K), and an external IT team (Roundtable) to provide human resources management, IT and operations support, and fiscal oversight for the organization. The Ops Manager is intimately involved in the day-to-day functioning of NYPI's two offices, including coordination of Operations, IT, and Human Resources work. The Ops Manager serves as a point person for all staff members, manages all administrative duties, and coordinates relationships with partners, vendors and contractors. More specifically, the Ops Manager is responsible for the following:

Finance / Operations (45%)

- Own and maintain relationships with organizational vendors, contractors and partners; create structure, systems, and policies to manage such relationships
- Manage and oversee grants with government contractors, which includes responding to RFPs, regular reporting, compliance, budgeting and invoicing
- Coordinate with the CEO and external accounting firm on general financial needs, audit preparation, and tax reporting
- Manage check deposits, bill payment, credit card reconciliation, and invoice submission
- Define, implement, and revise operational policies and procedures as needed
- Oversee and manage the effectiveness of the organization's facilities, website and data systems, and information and technology systems, in cooperation with staff and external vendors
- When in the office, support program staff in maintaining a safe, inclusive, and welcoming environment for all clients, volunteers, and staff
- Work collectively with program staff and external consultant to ensure that NYPI's data systems are functioning effectively for all staff; work with staff to collect and review data as needed
- Collaborate with Development Manager, Development & Operations Associate, and Program Managers to effectively and efficiently complete work; Delegate Finance/ Operations related work as appropriate

Human Resources (45%)

- Serve as system administrator for the organization's human resources information system (Trinet)
- Train and support staff in using the Trinet system to access payroll, benefits, and other HR information
- Coordinate with Trinet to ensure payroll is processed on time and accurately
- Ensure all functions relating to an employees' records are processed in a confidential, efficient, accurate, and timely manner
- Manage all functions of the employee lifecycle, including sourcing and screening candidates, retention and engagement, and administrative support such as onboarding, offboarding, benefits implementation, and annual leave
- In collaboration with the CEO, ensure NYPI and all staff comply with mandated HR obligations as well as organizational policies and procedures - including covid protocols, standards of conduct policy, and the anti-harassment and anti-discrimination policies
- Oversee and manage annual performance reviews and implement and oversee ongoing professional learning opportunities for staff
- Keep a "pulse" on employee satisfaction and engagement: address concerns as appropriate, escalating to CEO and/or Board as needed; promote staff engagement and a company culture that encourages self-care as well as commitment to performance and achievement
- Work with Leadership Team to promote a diverse, inclusive, equitable, and welcoming work environment for all staff, volunteers, partners, and clients

Internal Management/Organizational Support (10%)

- Collaborate with the Development Manager to ensure the workload of the Operations & Development Associate is manageable; delegate to the Associate as appropriate; support the Associate in their career development
- Support the Leadership Team, including implementation of organizational policies and practices, and implementation of NYPI's DEI Plan and strategic agenda
- Become familiar with other organizations and professional associations/networks to ensure NYPI is aligned with best practices in the areas of operations and human resources

Required Qualifications

- Commitment to the mission and values of New York Peace Institute and to creating a diverse, equitable, and inclusive work environment
- At least 5 years of experience in nonprofit finance, development, operations, and/or human resources
- Excellent listening, spoken and written communication skills
- Experience coaching and giving feedback to colleagues, engaging in difficult conversations, and communicating across difference
- Is a role model in the workplace - leading by example
- Excellent organization, time management, and project management skills; ability to coordinate among various stakeholders to complete projects and activities
- High level of cultural competency (the ability to communicate and interact effectively with people across cultures who have varying beliefs)
- Experience with Microsoft Office Suite, CRM platforms (for example, CLM, Network for Good), and website maintenance
- Eligible to work in the United States

Preferred Qualifications

- Bachelor's degree or equivalent work experience
- An investment, familiarity, and/or lived experience in NYC
- Prior work experience in a mission- and culture-driven organization

Compensation & Benefits

We benchmark and set our salaries based on other similarly sized nonprofit organizations in New York City. The salary range for this position is **\$60,000 - \$70,000**. We also offer the following benefits to full-time employees:

- Comprehensive Medical, Dental, Vision Insurance (Aetna) with generous employer-contributions

Job Description

- Retirement 401k with matching up to \$2,500 of eligible compensation
- 4 weeks of Vacation Time + 9 Paid Holidays + 2 Floating Holidays
- 12 days of Sick Time
- Hybrid work schedule
- Additional benefits include: Short- and long-term disability, Flexible Spending Account

COVID-19 Vaccination Policy

NYPI requires that all staff be fully vaccinated with an FDA authorized vaccine. NYPI abides by New York State requirements and acknowledges those may change over time. If moved forward to the screening interview, you will have a chance to ask the interviewer more about this requirement.

Our Commitment to Diversity, Equity and Inclusion

New York Peace Institute is committed to building an inclusive environment for people of all backgrounds. We are committed to building a talented team with diverse skill sets that reflect the diversity of New York City residents. We are a community of leaders who are proud to represent many different national, racial, ethnic, socio-economic, religious, gender, disabilities and other identities.

New York Peace is an equal opportunity employer. We do not discriminate on the basis of race, color, ethnicity, religion, sex, gender, gender identity and expression, sexual orientation, national origin, disability, age, marital status, veteran status, pregnancy, parental status, genetic information or other characteristics or any other basis prohibited by applicable law.

How to Apply:

Please submit a brief cover letter and resume to hr@nypeace.org. Please write **Operations Manager in the subject line**.