



Job Title: Operations & Development Associate
Team: Admin
Location: New York City (“Hybrid” Work Model, with at least two days in-office every week)
Job Type: Full-Time (Salaried, Exempt, 35 hours per week)

About the Organization

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](#).

Position Summary

The Operations and Development Associate is responsible for ensuring the successful execution of administrative operations and development efforts, with a strong emphasis on ownership, accountability, and follow-through in daily tasks. Reporting to the Manager of People Operations & Administration and collaborating closely with the Director of Development, this position ensures smooth daily operations across NYPI's facilities while supporting key organizational functions. Core responsibilities include office management, HR support, fundraising, and financial administration. This dynamic role offers broad exposure to non-profit operations and development, providing an excellent opportunity for professional growth in a mission-driven environment.

Ideal Candidate Profile

The ideal candidate:

- Demonstrates proactive problem-solving skills and a can-do attitude
- Adapts quickly to changing priorities in a fast-paced environment
- Works well in a team, building positive relationships with colleagues and stakeholders
- Shows genuine passion for NYPI's mission and values in conflict resolution and peacebuilding
- Actively contributes to creating an inclusive environment, demonstrating commitment to diversity and equity
- Seeks opportunities for professional growth and skill development
- Handles confidential information with discretion and trustworthiness
- Thinks creatively to improve processes and enhance operational efficiency
- Balances attention to detail with an understanding of broader organizational goals

Key Responsibilities

Administrative Operations (40%)

- Manage day-to-day operations of NYPI's Manhattan and Brooklyn Centers, ensuring they are welcoming, safe, and inclusive for all staff, volunteers, clients, and visitors
- Coordinate maintenance and updating of supplies, technology, and tools needed by staff
- Maintain inventory of office supplies and manage routine vendor interactions
- Provide administrative support for outreach, program, and fundraising efforts
- Process routine accounts payable, accounts receivable, and employee reimbursements, overseeing timely completion, follow-through on outstanding invoices, and proactive resolution of discrepancies.
- Execute and support implementation of staff-wide activities and events
- Maintain organization's electronic files, records, receipts, and calendars
- Manage operations inbox and answer phone
- Assist in management of office systems, equipment, and vendor contracts
- Collect and review timesheets from part-time employees
- Ensure accuracy and compliance in financial documents, invoices, and reports by maintaining a detail-oriented approach
- Support Manager of People Operations & Administration on IT service needs and Human Resources administration, including policy review and management of employee files

Development Support (30%)

- Assist with grant preparation and submission (prepare/track attachments, review, or input portal submission, etc.)
- Review and copy edit grants
- Assist with preparation for and attend Board development and/or other committee meetings and provide administrative support
- Pull monthly donor report, enter gifts into system and review databases for new donations
- Maintain accuracy and integrity of NYPI databases by ensuring that all information is kept current and up to date
- Draft and send acknowledgements and correspond with mediators, donors and volunteers as needed
- Research new funding opportunities (corporate, foundation, and individual)
- Assist with social media updates, website, and organization's communication/PR strategy
- Help prepare annual report for external publication, when needed
- Help prepare NYPI newsletter on regular basis, including suggesting topics, copy editing, drafting articles, testing formats, and compiling for final review/sending newsletter
- Support Director of Development in planning and executing special events for staff, volunteers and donors

HR and People Operations Support (15%)

- Assist with onboarding processes for new hires, including preparation of materials and coordination of orientation sessions
- Support the implementation of employee engagement initiatives and events
- Assist in gathering data for HR reports and analytics

Fee for Service/Contracting Support (10%)

- Manage day-to-day administrative tasks related to fee for service engagements



- Ensure accurate recording of client and engagement data in NYPI's systems
- Assist with developing internal work plans for fee for service engagements
- Support the preparation of routine proposals and manage standard client invoicing processes

General Support and Special Projects (5%)

- Provide general support to the Manager of People Operations & Administration and Director of Development as needed
- Assist with special projects and initiatives as they arise
- Contribute to process improvement efforts and suggest ways to enhance operational efficiency
- Compile board meeting packets and assist Admin team with scheduling events and meetings
- Support organization and peers as needed to ensure organizational health and growth (May be asked to perform case intake, as necessary)
- Attend all relevant trainings and meetings and participate in staff-wide activities and events
- Support the organization in implementing relevant practices, including supporting NYPI's DEI efforts

Required Qualifications

- Bachelor's degree or equivalent work experience
- 1-2 years of experience in administrative or operations roles, preferably in a non-profit setting
- Strong organizational skills with keen attention to detail
- Excellent written and verbal communication skills
- Proficiency in Microsoft Office Suite and Google Workspace
- Ability to manage multiple tasks and priorities in a fast-paced environment
- Strong problem-solving skills and proactive approach to addressing challenges
- Commitment to NYPI's mission and values, including a dedication to diversity, equity, and inclusion
- High level of discretion and ability to handle confidential information appropriately
- Willingness to learn and grow, with a positive and adaptable attitude

Preferred Qualifications

- Familiarity with basic accounting principles and financial record-keeping
- Experience in event planning or coordination
- Knowledge of or interest in conflict resolution and mediation
- Experience with fundraising support
- High level of cultural competency

Compensation & Benefits

At NYPI, we strive for equitable compensation that reflects the importance of work aligned with our mission to empower communities through conflict resolution. The salary range for this position is \$45,000 - \$55,000. based on our comprehensive benchmarking process against similar-sized NYC nonprofits and dispute resolution centers. All starting salaries are based on relevant experience, skills, and qualifications.

We also offer the following benefits to all full-time employees:

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

LET US GET IN THE MIDDLE.



- 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 (in-person and remote) work schedule
- Complimentary training on a wide range of topics

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.

To apply, please send your resume and cover letter to HR@nypeace.org.