



JOB DESCRIPTION

Position: Operations Coordinator

Reports to: Director of Operations

Status: Part-time, temporary

Classification: Non-exempt

Last updated: June 2021

ABOUT HFNY

Hope for New York (HFNY) mobilizes volunteer and financial resources to organizations serving the poor and marginalized in New York City. Our **vision** is a city in which individuals and communities experience spiritual, personal, social and economic well-being through the demonstration of Christ's love.

HFNY focuses on expanding and deepening partnerships with faith-based nonprofits in NYC (our affiliates) through financial support, volunteer mobilization, capacity building, and collaborative networks. These efforts resource and strengthen HFNY's affiliates with the goal that they are thriving and effective, as measured by incorporation of nonprofit best practices, so that the greatest number of the poor and marginalized in NYC can experience holistic flourishing.

ABOUT THE ROLE

The Operations Team is committed to supporting and strengthening HFNY's internal systems and processes so that HFNY staff can do their work as effectively and efficiently as possible. The Operations Team oversees the areas of Finance, Data & Systems, People & Culture, and Administration.

HFNY seeks a highly motivated, organized, and detail-oriented individual who will provide support to the Director of Operations and the Operations Team for a 6 month period. The ideal candidate must be energetic and able to proactively anticipate the needs of the organization and be able to balance competing priorities. The Operations Coordinator will be responsible for 1) supporting HFNY's return to a physical office location by helping with purchasing furniture and supplies, managing building and vendor relationships, developing necessary systems and policies, and overseeing logistics of moving into the space, and 2) providing general administrative support to the Operations Team

PRIMARY RESPONSIBILITIES

Office Management

- Manage all logistics related to moving into new office space
- Coordinate building-related needs and coordinate off-hours/freight elevator usage
- Manage purchasing and procurement, office supplies, office environment
- Help manage relationships with tenants, co-occupants, and/or sublessees
- Help manage relationships with landlords and property management
- Help identify and implement room and desk reservation system
- Provide support in the billing, invoicing, and crediting process for all office tenants
- Help develop and implement office policies and procedures to guide the operation of the office



Operations & Administration

- Support the Director of Operations on the organization's administrative and operational processes, with a goal of continuously developing and improving systems
- Help manage relationship with outsourced IT consultants on office equipment and tech needs
- Assist with information systems and technology for organization
- Schedule all meetings and events for Operations Team
- Work with Operations Team to set agenda, take notes and send follow-ups from meetings
- Process Invoices for Operations Team

JOB QUALIFICATIONS

- Familiarity with Hope for New York and its programs preferred
- 2+ years of prior administrative, operations, or office management experience
- Able to manage and prioritize multiple projects and deadlines simultaneously
- Self-starter, quick learner, diligent worker; able to work independently with minimal oversight
- Thrives under pressure, remains calm and takes on difficult challenges
- Demonstrated ability to work effectively individually and as part of a team
- Flexible and adaptable; open to feedback and improvement with positive and humble attitude
- Proficient with all G Suite (Google) apps
- Adept with new technology and social media
- Bachelor's degree

OUR CORE VALUES

- **Collaboration** - We work better when we work together. We encourage teamwork, we share goals, and we learn from each other.
- **Excellence** - We are entrusted to do important work so we strive to do our best. We are stewards of the gifts, talents, and resources we have as individuals and as an organization.
- **Growth** - Everyone on our team has been given unique gifts and talents to offer. We are committed to providing opportunities to learn and grow so we can flourish.
- **Passion** - We have Kingdom ambition to catalyze Kingdom renewal. We set big goals because we want to make the biggest impact we can for the poor & marginalized in NYC.
- **Respect** - We share our ideas and listen to the ideas of others. We communicate with humility, candor, respect, and encouragement.
- **Joy** - We nurture a community where there is meaningful work, celebration, appreciation and recognition.

DISCLAIMER

The preceding job description has been designed to describe the general nature and level of work performed by employee within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of the employee(s) assigned to this job. Other duties may be added, or this job description amended at any time.

To perform this job successfully, an individual must be able to perform the principal duties satisfactorily. Reasonable accommodations may be made to enable otherwise qualified individuals with disabilities to perform the principal duties of the job, except where to do so would cause an undue hardship on Hope for New York's business operations.



Employment at Hope for New York is at-will, which means that either the employee or Hope for New York can terminate the employment relationship at any time, for any reason, with or without cause or notice. Nothing in this Job Description should be construed to diminish the at-will employment relationship in any manner.