



## Managing Director, People and Operations

Apply

New York City, NY

Full time

Posted 15 Days Ago

R6580

### COVID-19 Notice

*Our number one priority is the health and safety of our employees and AmeriCorps members and their families; our students and school partners; and the community at large from COVID-19. Proof of COVID-19 vaccination is required for employment and service – all staff members, including remote staff, and AmeriCorps members are required to be fully vaccinated\* no later than their start date. If you are unable to be vaccinated for medical reasons or sincerely-held religious beliefs, we will consider requests for reasonable accommodation consistent with our policy, and where we are able to provide such accommodations without undue hardship to the organization pursuant to applicable law. Notwithstanding any language herein, City Year will comply with any state, local, or federal orders, statutes, or regulations that may conflict with the COVID-19 vaccination policy.*

*\*Individuals are considered fully vaccinated 14 days after the completion of their primary vaccination series.*

**Active City Year Corps or Staff members must login to Workday/cyresource to apply internally.**

### Application Instructions

Click Apply to submit your online application. Please attach a resume and thoughtful cover letter on the "My Experience" page in the "Resume/CV" field.

Work Location:Hybrid On-Site/Remote

### Position Overview

- Compensation for this position is \$120,000-\$135,000.
- The anticipated start time frame for this position is winter of 2022/2023; no later than Feb 2023.

- This is currently a hybrid of in-person and virtual work, with periods of time requiring longer stretches of in-person activity.

## Job Description

### Overview

The Managing Director of People and Operations (MD POps) will serve as City Year New York's main owner of site culture, human resources, and operational practices to drive outcomes and to build up our most valuable resource: our people. This leader will work collaboratively with other department heads to ensure the site is engaging in ways that align to organizational values and aspirations. The MD POps will lead the day-to-day operations of the site and plays a critical role in ensuring staff and corps have the necessary tools and resources to drive student impact. **This is the perfect position for a culture-loving, people-centered, detail-oriented, highly collaborative individual who is excited about building anti-racist, equitable people & operational policies and processes at a mission-driven organization** that's partnering with AmeriCorps members, students, and schools to improve educational outcomes for youth in New York City.

The MD POps reports directly to the Senior Vice President/Executive Director (SVP/ED), and as a member of the Site Leadership Team, informs human resource and operational strategies for deepening CYN's impact in Community Schools. The MD POps will play a key role in staff experience through hiring, onboarding, professional development, and Diversity, Belonging, Inclusion, and Equity (DBIE) initiatives. They will be responsible for developing and implementing a finance and operations plan, as well as the day-to-day management of all-office related matters. This role oversees the People & Operations department, and has 5 direct reports, along with several contractor positions.

### What You'll Do

**The MD POps will oversee a team of 5 skilled professionals to lead CYN in the following areas:**

#### Site Strategy and Special Initiatives (15%)

- Manage the development and implementation of a people strategy that supports the site's strategies and outcomes.
- Partner with fellow Senior Leadership Team members to review and implement CYN's site operating goals to ensure alignment with staff capacity, financial resources, and stakeholder support.
- Lead process for annual departmental goal setting and operational planning.
- Facilitate collaboration with City Year's Headquarters staff to bring resources to CYN site and to share resources across the network.
- Attend City Year events and conferences as needed; work on behalf of SVP/ED for site needs; perform other duties as assigned.

#### Human Capital Management and Development (35%)

- **Site Culture** - Work closely with Executive Director/SVP and site leadership on engagement strategies for building a collaborative, asset-based culture rooted in building capacity for greater student outcomes.
- **Staff Engagement and Communication** - Facilitate interdepartmental collaboration by coordinating committees/working groups and organizing and leading staff meetings, retreats, and communication tools.
- **People Data** - Lead site's use of people-related data, including Culture Amp, a leading platform to drive engagement, retention, and performance.

- **DBIE (Diversity, Belonging, Inclusion, Equity)** – develop and implement DBIE strategy across CYNY, building in structures and initiatives to ensure opportunities for reflecting on individual lived experiences such as trainings, community discussions, and affinity groups (employee resource groups).
- **Talent Acquisition** – Oversee all staff hiring and site-wide onboarding, ensuring fair and equitable processes in sourcing talent, hiring, onboarding, orientation, i9 completions, and offboarding.
- **Staff Development** – In partnership with other site leaders, determine goals for staff professional development, and build programming and secure resources to meet those needs
- **Workforce Planning & Compensation** – create plan for organizational structures, promotions, role changes; collaborate with Headquarters team on implementation of equitable compensation implementation
- **Performance Management** – oversee site staff performance management practices, including individual development planning, coaching of site managers and use of City Year's performance evaluation system
- **Employee Relations** – partner with Headquarters supports on personnel matters including performance challenges, workplace investigations, building positive employer-employee relationships, benefits and leave
- **Policy Implementation and Compliance** – ensure compliance with all City Year, state, school district policies, including background checks and health/safety requirements ; serve as liaison with City Year headquarters as a part of the People Points community, helping to weigh-in on, develop and communicate out organization-wide policies and practices.

#### **Budget Development and Financial Monitoring (20%)**

- Develop and monitor site's budget and financial progress and make recommendations to SVP/ED as appropriate.
- Align site's budget to the growth and goals of site operating goals.
- Organize and support the site in the annual budget development (Spring) and midyear reforecast (Winter) processes.
- Generate and monitor financial reports and revenue projections (with support from the Headquarters Finance Department) for review by SVP/ED and Senior Leadership Team.
- Ensure staff understanding and compliance with City Year's finance, expense, and travel policies, including ensuring all expense reports, purchase card processing, and invoices are accurate and on time.
- Manage monthly site expense receipts and invoicing to be sent to HQ finance department.
- Collaborate with Headquarters Financial Analysts and site's Senior Leadership Team to identify cost savings and revenue generation opportunities to ensure alignment between operating budget, strategic plan, program needs, and donor intent.
- Oversee and manage the site's travel budget, manage the coordination of travel arrangements for staff and corps.
- Lead on and/or support with contract negotiations as needed.

#### **Site Operations (20%)**

- Oversee site operations: materials & supplies, travel, IT, office, and other operational functions; operations duties performed in collaboration with other departments; further develop infrastructure and improve process to equip site for growth.
- Maintain and improve operational processes and procedures to ensure the site runs smoothly and efficiently, including ensuring staff and corps are fully trained and comply with site and headquarters processes & procedures.

- Establish and communicate site-wide processes and policies on behalf of CYN Y, in consultation with City Year Headquarters.
- Manage site's resources, assets, and systems to improve overall efficiency, performance, and sustainability.
- Manage relationships with building management staff and vendors, including managing upcoming office move in spring 2023.
- Lead office management protocols, documentation, and communication related to, but not limited to, office space, office equipment, common area maintenance, staff contact information and records, email distribution lists, emergency preparedness, staff onboarding, and mandatory staff trainings; serve as point person for broad range of internal/external operational challenges.
- Lead special projects and change management initiatives including system and equipment upgrades.
- Lead health and safety plans in accordance with legal and City Year Headquarters parameters; report on health and safety awareness, issues, and statistics; conduct training and presentations for health and safety matters; prepare and enforce policies to establish a culture of health and safety.
- Manage site's operational calendar.

#### Advisory Board Development and Operations (10%)

- With direction from the SVP/ED, help to manage meetings and materials, retreats, and communications of the CYN Y Advisory Board.
- Assist committees with special projects by conducting research, collecting and analyzing data, drafting reports, and preparing presentations for internal and external stakeholders.

#### What You'll Bring

**We know that hardly anyone 'checks ALL the boxes' on job requirements, and that's okay! If the majority of the items listed below describe you and your experiences, we're excited to talk with you and encourage you to apply.**

- Passion for people, education, workforce development and commitment to CY's mission of ensuring NYC students reach graduation and beyond; promoting and advancing the concept of national service, and believing in young people as agents of social change
- 8+ years experience in human resources, project management, and/or consulting, with progressive responsibility; PHR/SHRM certification a plus; City Year and AmeriCorps experience a plus
- Experience managing people and teams; demonstrated commitment to supporting and coaching people
- Demonstrated skills in strategic and operational planning, organizational development, capacity-building, professional development and training, performance management and measurement; budget management experience a plus
- High emotional intelligence, with ability to practice excellent judgement, particularly in circumstances that require discretion and confidentiality
- Excellent oral and written communication skills, with a reputation for communicating clearly and directly with audiences who have diverse perspectives, needs, and expectations
- Awareness and experience engaging in conversation about race and all aspects of identity, as well as experience developing practices grounded in diversity, belonging, inclusion, and equity
- Comfort with ambiguity but bias for structure; flexible and resilient with ability to prioritize, takes initiative and solves problems in a high energy, entrepreneurial, and rapidly-changing environment

- Ability to manage multiple highly detailed projects and tasks simultaneously
- Efficient time management skills; ability to meet deadlines and manage competing priorities
- Comfortability with technology, including experience or a willingness to learn City Year's human capital management system (Workday)

### Benefits

Full time employees will be eligible for all benefits including vacation and sick days and organization holidays. You may participate in all benefit programs that City Year establishes and makes available to eligible employees, under (and subject to all provisions of) the plan documents that govern those programs. Currently, City Year offers medical, dental and vision, life, accidental death and dismemberment and disability coverage, Flexible Spending Accounts (FSA), other benefits including 401(k) plan(s) pursuant to the terms and conditions of company policy and the 401(k) plan document. For more information, click [here](#).

Employment at City Year is at-will.

City Year does not sponsor work authorization visas.

### Why City Year?



City Year helps students and schools succeed, while preparing the next generation of civically engaged leaders who can work across lines of difference. Diverse teams of City Year AmeriCorps members provide support to students, classrooms and the whole school. Schools that partner with City Year are up to two to three times more likely to improve in English and math assessments, and the more time students spend with AmeriCorps members, the more they improve on social, emotional and academic skills— skills that help students thrive in school and contribute to

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### Benefits

City Year offers a comprehensive [benefits](#) package that helps our employees live their best lives and grow personally and professionally.

### Core Values

City Year's [core values](#) include advancing diversity, social justice for all, and inclusive environments where everyone can thrive. We aspire to become an antiracist organization, to support the holistic growth and development of our AmeriCorps members, and to promote educational equity for all students. We work each day, in partnership with schools and communities, to ensure that people of all identities feel welcome, valued, empowered and engaged.

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### Learn More About Us

Learn more at [www.cityyear.org](http://www.cityyear.org), City Year's [Facebook page](#), on [Twitter](#), and [LinkedIn](#).

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