



115 E 106th St #3, New York, NY 10029  
cvhaction.org • @cvhaction

## Operations Manager

### **About Community Voices Heard:**

Community Voices Heard (CVH) is a member-led, multi-racial organization principally composed of women of color and low-income families in New York State. Founded in 1994 by welfare recipients in New York City working to fight unjust welfare policies, CVH tackles tough issues and builds power to secure racial, social and economic justice for all New Yorkers.

Through grassroots organizing, leadership development, policy changes, and creating new models of direct democracy CVH is creating a truly equitable New York State. CVH's core organizing issues include: housing justice, equitable development, economic justice, and a participatory and open democracy.

CVH is working to build a society in which the systems that govern foster racial, social and economic justice not exploitation – particularly for low-income people of color. CVH seeks a society in which all people – regardless of their race, ethnicity, religion, age, gender expression, sexual identity, citizen status, primary language, and ability – are treated with mutual respect and where privileges of one group do not exist.

### **Position Overview**

Community Voices Heard is seeking an Operations Manager to provide support to the Executive Director (ED) and CVH's staff. The Operations Manager will manage CVH's four offices and oversee central functions to support CVH's employees. The Operations Manager will also undertake priority projects as assigned by the ED and enable the ED to work most effectively with staff and external stakeholders and fulfill her commitments to partners, funders, and the board of directors.

This is a key facilitative role that ensures the smooth operation of the organization and anticipates the needs of the ED and staff. It requires a combination of flexibility, attention to detail, accountability, and interpersonal savvy. The role requires a highly resourceful individual with strong emotional intelligence, motivation, and process development skills.

## **Key Responsibilities:**

### Operations:

- Manage and oversee the needs of all four CVH offices, including communicating with vendors about issues, managing inventory, and ensuring that staff needs are met.
- Assist with events, projects, and commitments involving multiple teams, ensuring alignment, communication, and leveraging of resources.
- Efficiently track implementation of priorities and projects across CVH offices.
- Adhere to departmental budgets and find ways to minimize expenses and optimize revenue.
- Proactively anticipate and manage all internal communications to staff about events, staff meetings, employee responsibilities, and external events that may impact staff work.
- Create, edit, and proofread various documents, reports, presentations, and correspondence. Maintain organized filing systems, both physical and digital.
- Coordinate annual work-planning and performance management processes.
- Assist with creating and implementing new processes that make it easier for staff to understand and access benefits, request supplies, track expenses, submit for reimbursement, etc., and ensure accountability for using these processes.
- Onboard new staff and provide regular training about internal processes and employee responsibilities.
- Manage the staff calendar and coordinate staff meetings and events.
- Plan and book travel accommodations for staff, including flights, hotels, transportation, and itineraries.
- Provide an organizational strategy lens to the senior management team about shared systems/practices.

### Executive Director Support:

- Maintain and organize the ED's schedule, including scheduling meetings, appointments, and travel arrangements. Ensure that the ED is aware of her daily and upcoming commitments.
- Prepare for, facilitate, and follow up from critical meetings (e.g., of the senior management team or with partners, funders, government officials, etc.)
- Act as a primary point of contact between the ED and internal/external stakeholders. Manage emails, phone calls, and other forms of communication, responding on behalf of the ED when necessary.
- Track and reconcile expenses, prepare expense reports, and ensure compliance with budgetary guidelines.
- Provide support on special projects, initiatives, and events as directed by the ED.
- Help the ED prioritize tasks and manage their workload efficiently.
- Attend meetings, capture major takeaways, and work with the ED and staff to ensure follow up. Monitor progress/achievement of next steps.

- Monitor and support projects that require ED awareness and involvement.
- Work closely with the ED to prepare for and follow up from bi-monthly meetings of the Board of Directors and Board committees.

Candidates should bring:

- 3+ years of Executive Assistant or Operations Management experience .
- Highly-developed written and verbal communications skills.
- The capacity to work independently and collaboratively as part of a team
- A balanced orientation towards results and good process.
- Interpersonal savvy and organizational agility; ability to influence up, down, and across.
- Advanced proficiency in Google Workplace tools and Zoom, and a high comfort level with new technology and software.
- Familiarity with payroll systems and experience using databases.
- Ability to effectively manage multiple projects, deadlines, information streams, and departments.
- Demonstrated experience at effective problem-solving.
- Commitment to racial equity and social justice. Successful candidates will recognize the role of race, income, age, gender, immigration status, and other identities in equity disparities. They will recognize how their own identities impact their work; they will welcome, reflect on, and act on feedback with an eye toward continuous learning about race, ability, and other types of diversity.

**Compensation:**

Salary range \$75,000-\$85,000, commensurate with experience. Benefits include: vacation days, personal days, holidays, medical/dental/vision healthcare coverage, and 403(b) plan.

**To Apply:**

To apply, submit a cover letter and resume to with the title: **Operations Manager** to [jobs@cvhaction.org](mailto:jobs@cvhaction.org).

As an Equal Opportunity Employer, CVH strongly encourages people of color, women, and LGBTQ individuals to apply. Resumes will be accepted until the position is filled.