



Director of Operations JOB DESCRIPTION

Position: Director of Operations

Reports to: Chief Operating Officer

Supervises: Office Manager, Receptionists, IT Support

Summary/Background: For 15 years, Red Hook Initiative (RHI) has nurtured young people in Red Hook, Brooklyn, to be inspired, resilient and healthy, and to envision themselves as co-creators of their lives, community and society. The Director of Operations will be responsible for managing day-to-day operational aspects of RHI's office facility including, but not limited to administration and front office staffing, communication, human resources, database management and technology. The Director of Operations will measure the effectiveness of RHI's practices, processes and activities and continually seek to improve upon them. This role has room for professional growth within the organization.

Responsibilities: The Director of Operations manages various operational aspects of the RHI office, including but not limited to:

- Administration/finance – Handle paperwork associated with RHI's government contracts, including budgets for proposals, compliance with regulations and vouchering. Manage accounts and relationships with online and offline vendors such as Amazon, Seamless and insurance brokers; work to negotiate arrangements favorable to RHI.
- Human Resources/talent management – Maintain employee files, HR policies, and payroll enrollment and records. Research, enroll, and administer benefits programs (health insurance, disability, unemployment, worker's compensation). Help create and implement policies and practices that attract, retain and support staff, from recruitment and onboarding to performance reviews and termination. In concert with the full operations and leadership teams, maintain a culture that upholds RHI's core values.
- Technology – Work with IT consultant to maintain computer equipment, server function, hardware and software updates, and technology inventory. Oversee IT Intern or Fellow and provide guidance and structure on projects and troubleshooting. Update and implement cybersecurity policies. Maintain VOiP systems and extensions.
- Facilities – In collaboration with the Office Manager, oversee maintenance and upkeep of building, including HVAC, furniture, cleaning and space rentals. Ensure supplies are replenished and the facility calendar is kept up to date.

- Database management/ maintenance – Act as administrator for Salesforce database for program and fundraising platforms. Assist Director of Development with data management as relates to fundraising. Troubleshoot and support end-users to ensure that applications meet their needs and keep pace with changes in program operations, policies and/or procedures. Work with Director of Training and Evaluation to generate reports relating to program outcomes.
- Supervision – Manage and mentor the Office Manager and Front Desk staff. Participate actively in RHI Institute to focus on supervisees’ professional growth, accountability and ability to set and achieve goals that support RHI’s mission and their career development.

Qualifications:

- At least six years of work experience in HR or administrative services, with increasing responsibilities over time.
- At least three years of supervisory experience.
- Experience creating systems, databases, and policies that impact the efficiency of a staff and organization (experience with ADP and/or Salesforce a plus).
- Experience administering employee benefits.
- Ability to handle a variety of projects and assignments at once while maintaining sense of urgency and attention to detail; managing time well; asking for support when needed.
- Ability to work independently and within/across a multi-disciplinary team.
- Excellent written and verbal communication skills; ability to handle sensitive personnel issues with diplomacy and discretion.
- Proficiency with Microsoft Office and Google business suite.
- Resident of or familiarity with the Red Hook community preferred.
- Bilingual (English/Spanish) preferred.

To apply, please send resume, cover letter and salary requirements to apply@rhicenter.org