



Friendly Towns Operations Associate

The Fresh Air Fund has provided free summer experiences in the outdoors to more than 1.8 million New York City children from low-income communities since 1877. Each summer, thousands of children visit either volunteer host families in rural and suburban communities along the East Coast and Southern Canada, attend six Fresh Air camps in New York's Mid-Hudson Valley, or participate in other outdoor programs run by The Fresh Air Fund. Young people also participate in year-round leadership and educational programs offered by The Fund. In Summers 2020 and 2021, during the difficult realities of COVID-19 and the economic crisis, The Fresh Air Fund reimagined summer and developed new in-person and virtual program models to support youth in New York City.

The Fresh Air Fund (The Fund) seeks an Operations Associate to join our Friendly Towns team.

Position Summary

The Fresh Air Fund is seeking a detail-oriented, organized, data-driven, technology-savvy, and proactive individual with excellent organizational skills and the ability to multi-task to serve as the Operations Associate for the Friendly Towns Department. The Operations Associate will serve as an integral member of the Friendly Towns team supporting on a series of projects outlined below, along with additional projects as assigned.

This is a full-time, in-person (currently in-person 2 days a week) position based in our NYC office that reports to the Friendly Towns Operation Manager.

Responsibilities

Administrative Tasks

- Manage department calendar and inbox by responding to questions or directing questions to the appropriate colleague;
- Order and maintain department supplies, promotional materials, and inventory;
- Update volunteer changes in database;
- Complete volunteer recognition process (mail thank you notes, order thank you gifts, etc.);
- Organize materials for any mailings to volunteer leaders;
- Open, sort and distribute incoming department mail; and
- Schedule meetings and reserve rooms for department.

Program Planning and Management

- Ensure that all child and family information is maintained in such a manner as to protect personal information and maintain privacy;
- Process host family applications;

- In concert with Community Outreach/Support Services staff, assist with the matching process between young people and volunteer host families and facilitates transportation and other relevant needs;
- Support the Salesforce transition and use of Salesforce;
- Continually evaluate the program and engages actively in strategic planning for the future of the program;
- Maintain medical record files: Accident/Illness reports, update medical notes in database; document insurance forms; payment of medical bills and/or follow-up through various medical insurances (in collaboration with Friendly Towns Team and Support Services Team); and
- Collaborate closely with Operations Manager on process for collecting and reviewing all application materials and paperwork.

Communications

- Work with the Friendly Towns Team to liaise with volunteers, host families, and NYC families via email, phone, written correspondence, and mass communications;
- Format newsletters and mass emails;
- Lead record-keeping and research for Friendly Towns Team; and
- Research using microfilm, CDs, databases, and archival files for host and alumni information.

Friendly Towns Area Management and Volunteer Training

- Recruit, train, and support volunteers and build partnerships in their directly managed area;
- Analyze volunteer capacity and facilitate trainings and meetings in their directly managed area;
- Serve as first stop for volunteer and host challenges and complaints in his/her directly managed areas; collaborate and provide input to Director and Deputy Director in managing challenges;
- Create plans for each area with strategies for strengthening communities and building infrastructure; and
- Interview Host Families and Volunteers (as necessary).

Annual Volunteer Conference

- Participate in and assist with planning the annual Friendly Towns Conference;
- Order supplies for Conference; and
- Manage printing and materials preparation for Conference (in collaboration with Program Coordinator).

Host Inquiry Management

- Oversee prospective host database and follow up with correspondence and program literature;
- Share program information with prospective hosts via phone; and
- Conduct initial phone screenings for prospective hosts.

Transportation

- Prepare bus supplies in the summer; including printing all materials necessary for children's departures (in collaboration with Program Coordinator);
- Make hotel reservations for volunteer bus chaperones;

- Print all material necessary for departures and all materials for station staff (in collaboration with Operations Associate) (in collaboration with Program Coordinator); and
- Manage certificates of insurance for bus companies, bus stops, and bus station.

Finance

- Maintain spreadsheet of fundraising records for each area.

Year-Round Engagement

- Participate in and support in facilitating year-round programming and engagement efforts.

Hiring and Management

- Support summer staff hiring.

Additional duties as assigned.

Qualifications

- Enthusiasm for the mission of serving children in New York City's underserved communities;
- BA/BS Degree required;
- 1-2 years of experience in the field of youth development, education, volunteer management, not-for-profit operations, community development, customer service or equivalent combination of experience, education, and training;
- At least 1 year of experience working in an office setting;
- Strong analytical, verbal, written, organizational and communication skills;
- Ability to effectively multi-task;
- Ability to work successfully with a broad range of personality types;
- Highly developed organizational skills and attention to detail;
- Experience with volunteers and/or history of volunteer service;
- Experience facilitating trainings and/or meetings;
- Experience teaching or training;
- Experience in event management;
- Experience with data entry and data validation;
- High degree of professionalism and ability to safeguard private information;
- Experience using Microsoft Office Suite and with customer relationship management (CRM) software (such as Salesforce);
- Ability to travel to Friendly Towns throughout the year;
- Driver's License required; and
- Some evening and weekend meetings are required.
- Interest in joining a youth development organization and supporting its mission and vision.

Salary & Benefits

The salary for this role is \$58,500. The Fresh Air Fund offers a generous benefits package including medical, dental and vision insurance, flexible spending accounts, commuter benefits, and employer and employee retirement contribution plans.

Application Instructions

To apply, please submit an application and cover letter at: <https://fafjobs.workbrightats.com/jobs>. Applications without a cover letter will not be considered. We are hiring on a rolling basis and encourage interested applicants to apply as early as possible. No calls or recruiters, please.

The Fresh Air Fund is proud to be an equal opportunity employer, committed to inclusive hiring, and dedicated to diversity in its work and on its staff. We strongly encourage candidates of all identities, experiences, orientations and communities to apply.