Friendly Towns Operations Manager

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 experienced Operations Manager to join our Friendly Towns team.

Position Summary

The Fresh Air Fund is seeking a detail-oriented, organized, data-driven, and proactive individual with excellent organizational skills and an expertise in creating efficient processes to serve as the Operations Manager for the Friendly Towns Department. The Operations Manager will serve as an integral member of the Friendly Towns team, both leading and 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 Director of Friendly Towns.

Responsibilities

Annual Volunteer Conference

• Participate in and assist with planning the annual Friendly Towns Conference;
• Manage logistics of Conference (hotel rooms, meal RSVPs, room capacity and layout);
• Establish contracts and pricing for Annual Volunteer Conference needs; and
• Manage the overall Conference schedule.

Transportation

• Evaluate bus routes and transportation process to ensure safety and efficiency;
• Contract bus companies for traditional Friendly Towns in the summer and year-round engagement needs;
• Lead in managing process at and communications with bus station;
• Organize transportation dates by area;
• Lead bus escort survey and data review; and
• Manage bus company and transportation contracts.
Program Planning and Management

- Create efficient and accurate process for entering all data for host family applications for the Friendly Towns Team;
- Ensure that all child and family information is maintained in such a manner as to protect personal information and maintain privacy;
- Work closely with the Program Manager to coordinate host application process and matching process;
- Oversee volunteer background check process;
- Review background checks and determine eligibility with the Director and Deputy Director (and other colleagues as necessary);
- Manage PA Clearance process;
- 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 engage actively in strategic planning for the future of the program; and
- Collect data and information, including vaccine records, and manage process of information collection.

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).

Communications

- Work with the Friendly Towns Team to liaise with volunteers, host families, and NYC families via email, phone, written correspondence, and mass communications;
- Manage and lead emails/newsletters for volunteer leaders; and
- Manage mass communication email process.

Hiring and Management

- Directly supervise the Operations Associate; and
- Support summer staff hiring.

Year-Round Engagement

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

- Code expense reimbursements for staff, volunteers, and vendors; and
- Process program invoices and expense reimbursements for staff, volunteers, and vendors (for Director's approval).

**Administrative Tasks**

- Create policies and procedures for the department to increase efficiency; and
- Improve operational management systems for department.

Additional duties as assigned.

**Qualifications**

- Enthusiasm for the mission of serving children in New York City's underserved communities;
- BA/BS Degree required; Master's Degree preferred;
- 3-5 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;
- 3-5 years 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;
- Ability to conduct challenging conversations;
- Experience with volunteers and/or history of volunteer service;
- Experience facilitating trainings and/or meetings;
- Experience teaching or training;
- Experience in event management;
- Experience managing contracts;
- Experience with Excel required;
- High degree of professionalism and ability to safeguard private information;
- Impeccable leadership skills and ability to inspire and influence peers and colleagues;
- Mastery of Microsoft Office Suite and experience 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 $68,000. 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.