

Operations Manager, Operations

Department: Operations

FT/PT: Full-Time

Job Status: Exempt

Reports to: Senior Operations Manager, Operations

KEY RESPONSIBILITIES

The Operations Manager is a full-time employee of The Trust for Governors Island (Trust) managing the ongoing site operations of Governors Island. The Operations Manager is responsible for ensuring the Island operates efficiently and safely for the public and all members of the Governors Island community. Reporting to the Senior Operations Manager, the Operations Manager works collaboratively to expedite work and site logistics with the on-site operations team. This is a hands-on role that requires daily work outdoors coordinating the activities of a field team. This position requires weekend work.

Other responsibilities include:

- Oversee and actively manage the daily operational functions of the Island, including management of field staff, Island transportation, security and public safety.
- Act as the on-site operations point of contact for food vendors, public programs, events, and tenants, providing on-site coordination of site logistics at a variety of scales and program types.
- Inspect all facilities and property areas daily to ensure the Island is safe for utilization by the public, tenants, program partners, food vendors, events, etc.; identify, troubleshoot, and document issues, liaise with appropriate personnel to achieve resolution.
- Daily management and active expansion of work order system for field staff.
- Oversee and report on operations contracts and vendors, including grounds cleaning, security, ferry service, golf carts, pest control, portable toilets, etc., to ensure adherence to Island operating procedures and protocols.
- Manage and work alongside Island operations field personnel, ensuring alignment with zone management plan and task execution, expediting needs of zone personnel across the Island on a day-to-day basis.
- Work with Island teams to prioritize visitor experience via on-site crowd control with a focus on customer service, seamless opening and closing of the Island and coordinating emergency response, as needed.
- Coordinate day-of logistics for vehicle access to Island, grill reservations and athletic fields, verifying field open/closure status.

- Coordinate with the Trust's Public Affairs department for the deployment of signage and wayfinding throughout the Island.
- Develop work plans to expand quality care for the Island and park, ensuring work plans, budgets, and maintenance programs are cohesive and meet the established goals of the department and the organization.
- Develop and implement training programs for safety and work techniques that are current with professional standards.
- Coordinate Island-wide waste removal and implement improvements for waste processes.
- Oversee the distribution and upkeep of operations supplies, including but not limited to keys, fleet assignment, radio, uniforms, waste management supplies.
- Other projects and duties, as assigned.

QUALIFICATIONS

Education:

- High school diploma is required, Bachelor's degree is preferred.

Experience:

- 3-5 years of work experience in an operations environment, preferably on a campus, in a park/public space, in event production, or in a high-profile commercial space. Management experience and customer service experience are preferred.

Skills and Abilities:

- Detail-oriented with ability to expedite and support a team in the field in executing recurring and one-off projects.
- Systems-based thinker with excellent computer skills and administrative skills, including Microsoft Office Suite.
- Excellent communication and project management skills, ability to comprehend and coordinate logistics across a range of subject matter, identifying issues and mitigating problems before they occur.
- Ability to be flexible, make sound professional judgments, and manage multiple priorities simultaneously.
- High level of personal accountability, self-organization, autonomy and discipline.
- Ability to work with people at all levels with an open and engaging personality.
- Ability to perform physical labor (lifting, bending, squatting, etc.).
- Ability to work a schedule that varies to meet Island needs, including overtime, weekends and holidays.
- Driver's license required.

TO APPLY

Please send a cover letter and resume as a single PDF document to jobs@govisland.org with "Operations Manager" in the subject line. No phone calls please.

As of August 2, 2021, all new hires must be vaccinated against the COVID-19 virus, unless they have been granted a reasonable accommodation for religion or disability. If you are offered employment with the Trust, this requirement must be met by your date of hire, unless a reasonable accommodation for exemption is received and approved by the Trust.

The Trust for Governors Island does not discriminate on the basis of age, color, disability, genetic information, marital status, membership in an employee organization, military service, national origin, parental status, political affiliation, race, religion, sex (including gender identity), sexual orientation, sexual and other reproductive health decisions, or other non-merit factor.

ABOUT THE TRUST FOR GOVERNORS ISLAND

The Trust for Governors Island (The Trust) is a nonprofit corporation created by the City of New York. It is responsible for the redevelopment and operation of 150 acres of Governors Island. The Trust's mission is to realize the full potential of Governors Island, demonstrating a bold vision for public space. For more information, visit www.govisland.org.