



Job Title	Operations Associate
PVN ID	GS-2409-006441
Category	Administrative Services
Location	The GRADUATE CENTER
Department	NYC LMIS at The Center for Urban Research
Status	Full Time
Annual Salary	\$50,000.00 - \$60,000.00
Hour(s) a Week	35
Closing Date	Oct 09, 2024 (Or Until Filled)

General Description

About the role: We seek a full-time Operations Associate (OA) to work closely with our Director, contributing to organizational goals and ensuring a smooth flow of activities and processes. This is a new position with the flexibility to grow and adapt in response to the OA's interests and aptitudes.

- *65% - Operations support:*
 - Support our administrative operations such as reimbursements, account management, and project files management;
 - Act as first point of contact/ liaison with CUNY Graduate Center operations staff and RF CUNY, LMIS' fiscal sponsor;
 - Support event planning and execution;
 - Support content development, formatting, and dissemination of our quarterly e-newsletter (the LMIS LaborLink);
 - Draft content for and upload updates to our website;
 - Contribute to grant proposal preparation.
- *15% - Project support:* The OA will contribute to LMIS research projects through limited but key activities including quantitative data checks and organizing qualitative data collection such as structured interviews and focus groups.
- *10% - Research partner engagement and support:*
 - Participate in meetings with research partners and stakeholders to agenda set, provide progress updates, and outline next steps;
 - Draft correspondence to research partners;
 - Draft invoices for completed work.
- *10% - Other organizational and assistance activities:* The OA will contribute to other priorities as needed.

Other Duties

About us: NYC Labor Market Information Service (LMIS) produces workforce development and educational opportunity-focused research, evaluations, and strategic guidance. Comprised of expert researchers with diverse backgrounds and skillsets, from economics and data science, to program evaluation, education, and public policy, LMIS is the only New York City-based entity devoted to conducting mixed-methods labor market research and making the findings relevant and actionable to mission-driven organizations nationwide.

Housed within The Center for Urban Research at The CUNY Graduate Center and fiscally sponsored by The Research Foundation of CUNY, our partners include CUNY colleges and programs, city and state agencies, nonprofits, research organizations, unions, and philanthropies, as well as employers and internship/apprenticeship programs. To learn more about LMIS, visit our website at <https://gc.cuny.edu/lmis>.

Benefits of being an LMISer include:

- Flexible work hours & hybrid work schedule
- 403(b) with 8% employer contribution (no match required by employee)
- CUNY tuition remission
- Health, dental, vision insurance
- Generous leave policy
- Friendly, collegial, intellectually stimulating work culture
- Opportunity to see the “real-world” impact of your work
- Individual professional development budget of \$1,000 per year

A sample of how partners describe working with us:

“I asked LMIS to partner with us because of their agility in leveraging research and data to develop relevant top-quality tools and practices responsive to my priorities and the needs of our students...LMIS has the ideal balance of research-focus and client-focus.”

“LMIS is a go-to for me! They have their fingers on the pulse of what’s happening in NYC’s labor market.”

“We are delighted to partner with LMIS, an organization with a shared commitment to our goal of creating an academic plan for growth and scaling that is grounded in our identity as a Hispanic and Minority Serving Institution.”

Qualifications

About you: We’re excited to welcome a new LMIS team member who, like us, is intellectually curious and inspired by using research to benefit mission-driven organizations and the communities they serve. We’re seeking someone who shares our organizational orientation, which includes being collaborative with each other and our research partners, team-oriented, feedback-seeking, and emotionally intelligent.

Below are the skills and experience that are a good fit for this role:

Skills/ credentials:

- Bachelor’s degree in a social science or related area, and 3-5 years of professional experience in a research, education, or consultancy setting;
- Intermediate to advanced facility with Microsoft Office Suite;

- Experience (and patience!) interacting over email with administrative and operations professionals;
- Experience supporting events of varying size and scope;
- Strong writing skills and experience writing for a diverse array of audiences;
- Interest in developing and improving existing administrative systems as needed;
- Proficiency with descriptive statistics and data manipulation (e.g., computing and recoding variables, merging files), and interpreting them in ways that are accessible to audiences with a variety of backgrounds and expertise.

Approach to work:

- Intentional and deliberate in your words and actions;
- Collaborative, curious, and generous in how you engage your professional ecosystem;
- Committed to excellence and accuracy in your work;
- Able to effectively give and receive feedback;
- Responsible, dependable, and detail-oriented; and
- Excited by working within a project-based and client-centered environment.