



---

<b>Job Title</b>	Operations Manager
<b>PVN ID</b>	HC-2502-006707
<b>Category</b>	Administrative Services
<b>Location</b>	HUNTER COLLEGE
<b>Department</b>	Silberman School of Social Work
<b>Status</b>	Full Time
<b>Annual Salary</b>	\$65,000.00 - \$75,000.00
<b>Hour(s) a Week</b>	35
<b>Closing Date</b>	Apr 13, 2025 (Or Until Filled)

## General Description

---

The Administration for Children's Services' Office of Training and Workforce Development and City University of New York Hunter College Silberman School of Social Work partnered to launch the Institute for Leadership Development. The Institute for Leadership Development's mission is to strengthen the leaders working within public and private child welfare and juvenile justice agencies in New York City to promote the establishment of psychologically safe work environments that embrace equity, transparency, and innovation and strengthen the workforce. There are a variety of training programs housed within the Institute of Leadership Development. We are looking for individuals who share our passion for developing leaders working in the public sector to support them in meeting the needs of children, youth, families, and communities.

The Institute for Leadership Development is seeking a highly organized and detail-oriented Operations Manager to support the planning, coordination, and execution of our training programs. This role is crucial in ensuring program participants receive high-quality training experiences that contribute to their professional growth, the overall success of their organizations, and systemic change efforts.

The Operations Manager will be responsible for assisting in the planning and coordination of various leadership training initiatives. This includes providing logistical support, communicating with participants, maintaining training records, ensuring the smooth execution of training sessions and working with internal and external stakeholders on ILD initiatives.

## Other Duties

---

- Manage and coordinate the logistics of training programs, including scheduling sessions, booking venues, and arranging necessary materials and equipment.
- Communicate training schedules, updates, and relevant information to participants and stakeholders.
- Maintain accurate and up-to-date training records, including attendance, evaluations, and participant feedback.

- Work closely with the Senior Implementation Manager to coordinate training content.
- Participate in regularly scheduled meetings to support the implementation in all ILD initiatives and programs.
- Build and maintain relationships with ACS, provider agency and external partners to support goals and objectives.
- Attend trainings and meetings as indicated and perform other duties as needed.
- Maintain and update implementation tracking systems to monitor progress, identify risks, and address barriers proactively.
- Develop and implement clear communication strategies to keep stakeholders informed on program progress, challenges, and outcomes.
- Collect, analyze, and interpret program data to identify trends, gaps, and opportunities for strategic adjustments.
- Apply critical inquiry to data findings, ensuring evidence-based decision-making for continuous program refinement.
- Supervise and support operations staff, providing guidance, coaching, and professional development opportunities.
- Familiarity with learning management systems (LMS) or other training technologies to support training coordination and documentation.
- Other duties as assigned.

## Qualifications

---

- A baccalaureate degree from an accredited college and a minimum of four years experience (at least two years at the supervisory level) providing operational support, logistical planning, project management and other associated administrative tasks.
- Must be comfortable working in a fast-paced, results-oriented environment.
- Experience in a customer-facing and customer service role.
- Personal and professional integrity that communicates a sense of mission, leadership, and ability to self-start.
- Evidence of effective problem-solving, critical thinking, and decision-making skills.
- A demonstrated positive and proactive approach in identifying creative and innovative solutions.
- Ability to work well in a team environment, establish good rapport at all levels of the organization, and work with and relate to people from diverse backgrounds.
- Demonstrated ability to be thorough with strong attention to detail.
- Ability to synthesize complex information and topics.
- A demonstrated commitment to racial equity and social justice.
- Ability to be flexible and adaptable in an ever-changing environment and growing organization.
- Self-motivated individual who demonstrates initiative without waiting for direction.
- Ability to manage group dynamics and to create discussion and collective input.
- Must be able to lift, move up to 30 lbs.
- Strong computer skills, including Microsoft Office and video conferencing tools.
- Ability to travel for different events and learning sessions.
- The ideal candidate will be proactive, detail-oriented, and possess strong organizational and communication skills.

Hours: 35 hours/week (daily schedule 9am-5pm) currently working hybrid schedule.

Applicants are asked to submit a cover letter that details how your qualifications match this position description along with a resume and contact information for three references.