

OPERATIONS COORDINATOR

The Village Alliance is looking for an Operations Coordinator to join our close-knit team in an in-person role. Reporting to the Deputy Director, you'll coordinate BID operations by managing contracted vendors, small businesses, and community members to ensure the neighborhood remains welcoming, clean, and safe. In addition, you will play a crucial role in budget assistance, contributing to the creation of service budgets that optimize resource allocation. Your responsibilities will also extend to field verification, as you spend a significant amount of time outdoors actively assessing ground conditions to ensure accurate reporting and timely problem resolution. This is a unique opportunity to contribute to a small, dynamic team shaping the iconic landscape of New York City.

Duties and Responsibilities

Operations Coordination

- Lead BID operations collaboratively with Village Alliance contractors for Public Safety, Sanitation, and Landscaping + Horticulture.
- Serve as the on-the-ground contact, coordinating street amenity needs, maintenance, and the addition of new elements to public spaces.
- Ability to thoroughly address operational challenges, providing real-time updates, thorough assessments, clear explanations of courses of action to organizational management, and the seamless execution of final action.

Community Engagement and District Reporting

- Conduct regular surveys among businesses, workers, residents, and students.
- Monitor and report on district conditions, including open storefronts, vacancies, illegal dumping, graffiti, and asset conditions.
- Foster meaningful connections with businesses and residents to identify district concerns and challenges.
- Measure existing Key Performance Indicators (KPIs) and identify new KPIs to support the organization's efforts in delivering excellent neighborhood services.

Special Event and Agency Coordination

- Play a key role in planning and executing special events.
- Collaborate with government agencies for effective communication and operational compliance.
- Additional Responsibilities as required

Qualifications

- Minimum of 3-5 years of practical experience in operations, hospitality, horticulture, or public space management, with knowledge of industry best practices and trends.
- Strong ability to think creatively, solve problems, and deescalate challenging situations.
- Exceptional observational and organizational skills. You will need to observe BID conditions and manage multiple tasks and stakeholders simultaneously.
- Excellent verbal and written communication skills, with a focus on providing customer service and engaging with stakeholders at all levels.

VILLAGE ALLIANCE

- Ability to work well in a team and independently, taking ownership of assigned responsibilities.
- Adaptability and resilience to handle a variety of tasks, both significant and minor, as required in a small organization.
- Comfortable working in different environments, including outdoor settings in all weather conditions, with a flexible schedule to accommodate program needs, which may include evenings, early mornings, and weekends.
- Proficiency with Microsoft Office suite and asset-tracking applications.

Salary

The Operations Coordinator has a salary range of \$50-\$60K commensurate with applicable skills and demonstrated experience. The Village Alliance offers competitive benefits, including cell phone reimbursement, generous holiday schedule, and healthcare, dental, and vision.

To Apply

Applicants should submit a single PDF document to the attention of Taylor Young, Deputy Director at careers [at] greenwichvillage.nyc with “Operations Coordinator” in the subject line that includes the following:

- Resume/CV: A comprehensive summary of your professional experience, education, skills, and relevant certifications.
- Cover Letter: A tailored letter highlighting your qualifications, accomplishments, and interest in the position. It should demonstrate how your skills align with the job requirements and why you are a strong fit for the organization.

Closing date for applications is March 15, 2024, but applicants are encouraged to submit early for consideration. No phone calls.