

## Job Description Manager, Events and Operations

### About NYCETC

**Mission:** The New York City Employment and Training Coalition (NYCETC) is the city's association for the workforce development community. Founded in 1997 as the membership organization for New York City workforce providers, NYCETC has played a vital role in the workforce community by advancing policy priorities and convening the sector to build capacity by sharing information and best practices. Currently, we support over 170 workforce providers, colleges and universities, and labor unions that provide job training and employment services to nearly 600,000 New Yorkers.

### Values

- Access and Equity: Ensure that every New Yorker gains the skills needed to earn a meaningful income.
- Market-Driven Talent Development: Build strong ties with the business community to invest in employment pathways that grow a diverse & expanded workforce in the innovation economy.

### About The Position

- Position Location: New York, NY
  - Due to COVID-19 and travel restrictions, the position may indefinitely be conducted remotely.
- The position is paid and full-time (40 hours per week) under the supervision of the Vice President.

### Responsibilities

Duties may include the following:

- Working with the Vice President on technology coordination with an external IT vendor, maintaining office equipment and organization hardware, and answering questions from staff on key systems. Please note that special technology experience is not required for this role, and necessary training will be provided.
- Draft communication on important office and technology updates
- Providing administrative support by processing invoices and completing expense reports for senior staff. When our office re-opens, the Operations Associate will provide additional administrative support by sorting mail, routing communication from the primary phone line and inbox, and coordinating office catering
- Assist with virtual onboarding and offboarding staff. When our office re-opens, additional responsibilities will include welcoming visitors at reception, making sure the office is properly stocked with office supplies and consumables, and orienting new staff to the office.
- Working with maintenance staff, cleaning staff, and various vendors to keep our office space fully functioning
- Supporting the team on providing logistics support for organization wide events, special convenings, and actions

## Core Competencies

### Communication

- Speaks and writes clearly and effectively
- Listens to others, correctly interprets messages from others and responds appropriately
- Asks questions to clarify, and exhibits interest in having two-way communication
- Tailors language, tone, style and format to match the audience
- Demonstrates openness in sharing information and keeping people informed

### Teamwork

- Works collaboratively with colleagues to achieve organizational goals
- Solicits input by genuinely valuing others' ideas and expertise; is willing to learn from others
- Places team agenda before personal agenda
- Supports and acts in accordance with final group decision, even when such decisions may not entirely reflect own position
- Shares credit for team accomplishments and accepts joint responsibility for team shortcomings

## Salary And Benefits

- Salary will be determined according to a salary scale which takes into account years' experience, but is expected to be \$45,000-\$55,000.
- We have a generous benefits package, including health insurance, dental insurance, 20 vacation days per year, 15 sick days per year, 12 paid holidays per year, contributions to individuals' 401K plans and TransitChek option.

## Work Experience and How to Apply

- Applicants are required to have 1-3 years of professional work experience.
- Languages: Fluency in English is required. Fluency in Spanish is desirable.
- Assessment: Potential candidates will be contacted by the hiring manager directly for further consideration.
- A Cover Letter, Resume and LinkedIn Profile is required. Please email materials with the subject line "Operations Associate Application - [Your Full Name] to Annie Garneva at [AGarneva@nycetc.org](mailto:AGarneva@nycetc.org). Incomplete applications will not be reviewed.

## The Cover Letter Must Include

- List the IT skills, software development and programs that you are proficient in
- Language fluencies
- Explain why you are the best candidate for this role

**NYC** EMPLOYMENT  
+ TRAINING  
COALITION

THE STRONG VOICE FOR NEW YORK CITY'S  
WORKFORCE DEVELOPMENT COMMUNITY