



## **(Public Space) Lead Operations Manager**

The Horticultural Society of New York (The Hort) seeks an energetic, creative, and dedicated Lead Operations Manager to supervise the Public Space Program. Under the Assistant Director of Operations' management, this position will supervise a management team that oversees long-term and daily operations of public spaces throughout New York City. The ideal candidate is passionate about public space in New York City, making complex systems a reality, and committed to The Hort's mission. The nature of the work requires flexibility, attention to detail, and a good sense of humor.

The mission of The Horticultural Society of New York is to improve human lives through horticulture. Our social service and public programs create green spaces in all neighborhoods as a vital part of social infrastructure, train people for jobs that grow and sustain green communities, and develop fresh approaches to improve New Yorkers' health, well-being, and environment through horticulture.

### **Responsibilities**

#### Public Space Operations

- Under direction of the Assistant Director of Operations, determine and communicate daily operation plans
- Supervise the implementation of the Program and Operations Managers' daily operation plan
- Recommend and implement operational improvements from the perspective/experience of field staff
- Ensure administrative tasks are completed by managers and field staff on a timely basis (Paychex timesheets, PTO approvals, signing documents, etc.)

#### Staff Supervision

- Under the direct supervision of the Assistant Director of Operations, provide daily supervision of a team of five managers who collectively manage 60+ staff and HORTNYC (Workforce Development) trainees
- Provide in-field training and job readiness support to public space managers and staff
- Serve as senior line point of contact for questions, concerns, and scheduling conflicts that need escalations
- With the support of HR, manage individual issues for staff and HORTNYC trainees including time management, technology, interpersonal conflicts, communication
- Support orientation and onboarding of new staff/HORTNYC trainees

### **Required Qualifications**

- Experience managing decentralized staff working in a complex field work environment
- Experience supporting staff with barriers to employment
- The ability to handle sensitive and confidential information with the highest degree of professionalism
- Excellent communication and coordination skills, including ability to authentically connect with people
- Ability to work independently and manage multiple projects at once
- Adaptable and flexible, demonstrated ability to find teachable moments in challenges
- Willingness to work a shift that includes weekends and evenings
- Fluency in web-based meeting apps (Zoom, Microsoft Teams, etc.)



### Preferred Qualifications

- Bilingual (Fluency: English/ Spanish)
- Valid NYS Driver's License and clean driving record
- Comfortability with Zuper is a plus (open to receiving coaching to learn)
- Experience with Paychex
- Proficient in Microsoft Office Suite (Outlook, Word, Excel, PPT, etc.)

### Physical Requirements

- Comfort working outdoors in various weather conditions
- Comfortable working seated at a desk and on a computer for prolonged periods
- Ability to stand/walk for eight-hour shifts
- Ability to lift/move 40+lbs
- Comfort traveling throughout the city on public transportation

### Benefits

The Hort offers all Full-Time regular employees a generous leave package including PTO, sick leave, and 10 holidays. Pre-tax benefits include transit, Flexible Spending Account, life insurance policy, medical, dental, and vision insurance. Employees also have access to our Employee Assistance Program.

### Additional Details

Salary Range: \$65,000-\$68,000

Employment Classification: Full-Time Regular

Shift: Wednesday-Sunday, 8am-4pm. One evening shift (12:30-8:30pm or 1:30-9:30pm) will be required weekly.

### How to Apply

To be considered, [click here](#) to submit your application and required materials. **Only complete applications will be reviewed. No phone calls.**

*Please be advised that due to the high volume of applicants, we can only contact candidates whose skills and background best fit the needs of the open positions. We appreciate your interest in employment opportunities at The Horticultural Society of New York.*

*The Hort is committed to workplace diversity and inclusion. It is an equal opportunity employer and does not discriminate on the basis of race, ethnicity, age, religion, gender, marital status, sexual orientation, disability, veteran status, political orientation or any other characteristic protected by federal state or local law.*

*All employees, interns, and volunteers must provide proof of COVID-19 vaccination unless they have been granted a reasonable accommodation for religious or medical reasons. We provide reasonable accommodation to qualified individuals with disabilities to enable them to perform the essential functions of the job. Reasonable accommodations are also available for these individuals during the hiring process. Please email [jobs@thehort.org](mailto:jobs@thehort.org) should you require reasonable accommodation during the hiring process.*