



## **Program and Operations Manager**

The Horticultural Society of New York seeks a motivated, creative, and people-focused Program and Operations Manager to lead the Public Space Program. The heart of this role is overseeing, managing, and coaching the staff who work in public spaces throughout New York City, fostering their growth and development while ensuring strong, day-to-day operations. As a key member of the management team, the Program and Operations Manager helps shape both the spaces and the people who maintain them, aligning with The Hort's mission. The ideal candidate is passionate about creating welcoming public spaces, skilled in people management, and committed to cultivating meaningful connections with staff and communities while supporting the Open Streets initiative.

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**

#### *Staff Supervision*

- Daily supervision of staff working in Public Space
- Serve as first point of contact for staff questions, concerns, and scheduling conflicts.
- Provide in-field training to Public Space staff.
- Support staff recruitment, hiring, and retention
- With the support of HR, manage individual issues for staff including time management, technology, interpersonal conflicts, communication and move issues to disciplinary performance management as needed
- Support orientation and onboarding of new staff and workforce development trainees
- Support HORTNYC, as needed

#### *Public Space Operations*

- Public Space -Support and implement new systems to improve daily operation
- Administrative Support, including timesheets scheduling, and other relevant communicating paperwork, communicating via email, and maintaining up-to-date reports and logs
- Track metrics to measure impact of staff working in Public Space
- Ensure site operations are fully completed including barrier setup and breakdown, furniture setup and breakdown, and maintenance
- Provide feedback and support the development of in-field operations
- Other tasks as assigned

### **Required Qualifications**

- Experience managing multiple work sites
- Experience managing staff who faced barriers to employment.
- The ability to handle sensitive and confidential information - The ability to appropriately handle



- staff issues and conflicts, including moving staff through performance management as needed
- Excellent communication and coordination skills, including ability to connect with people working in decentralized work locations
- Ability to work independently and manage multiple projects and priorities at once
- Excellent attention to detail and deadlines
- Ability to work evenings and weekends

#### **Preferred Qualifications**

- Bilingual (English/Spanish preferred)
- Degree or equivalent work experience with a focus on social work, social services, or mental health.
- Knowledge NYC neighborhoods a plus

#### **Physical Demands**

The employee may need to lift and/or move up to 40 pounds. The role requires comfort with public transportation and working outside in various weather conditions. The Program and Operations Manager must also be comfortable working seated at a desk and on a computer for prolonged periods.

#### **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: \$64,000-\$65,000

Employment Classification: Full-Time Regular Exempt

Shift: Wednesday- Sunday, 12:30-8:30pm (Flexibility to shift to 1:30p-9:30p on Weekends)

#### **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.*