

## OPERATIONS ASSOCIATE

The mission of [Urban Green Council](#) is to decarbonize buildings for healthy and resilient communities. We are looking for a professional, detail-oriented Operations Associate to support HR, Administration, IT, and Finance activities of a 15-person organization.

Reporting to the Operations Manager, the Operations Associate will play a critical role in the day-to-day operations of the organization. In addition, the Associate will be responsible for supporting Urban Green's CEO with scheduling, meeting planning, research and basic email communications.

*This will be a largely remote position, but will require regular visits to the Urban Green office in lower Manhattan for job-related tasks and meetings. All Urban Green staff are required to be fully vaccinated and boosted against Covid-19.*

### The person who will best succeed in this role:

- **Has a can-do attitude** and will help ensure staff have everything they need to succeed. They are a problem-solver and are interested in supporting colleagues and the Urban Green community by answering questions and addressing issues big and small.
- **Is a systems thinker** who has a passion for creating and maintaining efficient processes and wants to make an impact on the internal operations of an organization.
- **Is a people person** with a customer service orientation who loves working with others and has a strong interest in growing as an operations professional.
- **Loves managing details** and can keep track of projects across different functional areas. They can connect the dots between day to day tasks and the larger departmental goals and Urban Green mission.

### A few other qualities we are looking for include:

- **Experience planning and facilitating meetings**, or a strong interest in developing this skill.
- **Experience working with stakeholders at all levels** of an organization internally and externally and can use discretion as needed.
- **Interest in learning about recruitment and hiring practices** and dedication to nurturing positive organizational culture.
- **Strong written and verbal communication skills** and the ability to convey complex processes in a clear and concise manner. Experience supporting the rollout of department- or organization wide-systems is a plus.
- **Tech-savvy**. Proficient in Microsoft Office, Google Apps, and Mac products with a proven track record of quickly learning new platforms and applications. Experience with Salesforce or Quickbooks is a plus.

## KEY RESPONSIBILITIES

- **HR:**
  - Supporting the recruitment of Urban Green interns and staff by posting jobs, screening applications, corresponding with recruitment partners, and representing Urban Green at career fairs.
  - Managing Urban Green's internship program including annual budget, onboarding, orientation, engagement, and professional development.
  - Leading staff engagement efforts including Culture Committee meetings, Professional Development Committee meetings, and all related activities to support a positive organizational culture and climate.
  - Working with the Operations Manager to execute Urban Green's Diversity, Equity, and Inclusion action plan and liaise with external DEI consultants to help develop actionable goals.

- **Administration:**
  - Serving as the main point of contact for the CEO's schedule for both internal and external meetings, events, and programming. Working with other departments to ensure any updates to programs and events are reflected on his calendar.
  - Sending emails and corresponding with external stakeholders as the CEO's representative.
  - Assisting the CEO with administrative support on an as-needed basis.
  - Monitoring Urban Green's general contact email inbox and main phone line, responding to requests, and forwarding calls and messages as needed.
  - Supporting the Operations Manager in all phases of Urban Green's in-person staff meetings and events including planning, prep, execution, catering, and clean up. Supporting other departments in-person office needs.
  - Managing inventory of office supplies and placing orders as needed and ensuring the Urban Green office space meets staff needs.
  - Serving as the main point of contact with building management for issues related to the Urban Green office space.
- **IT:**
  - Providing basic IT support and troubleshooting assistance to staff (setting up accounts, installing software, assisting staff with IT inquiries, ordering and setting up new equipment etc.)
  - Supporting IT planning for Urban Green by liaising with external IT consultants regarding cybersecurity measures and technology upgrades.
  - Ensuring Urban Green's data disaster recovery plan is up to date.
  - Providing A/V support for large in-person and hybrid meetings at the Urban Green office.
  - Maintaining office equipment and troubleshooting as needed (copier, printer, video conferencing tools, etc.)
- **Finance:**
  - Processing incoming donations by depositing checks and documenting all payment details in our Salesforce database.
  - Managing petty cash, completing monthly credit card reports, and ensuring proper documentation is collected for both.
  - Submitting expense requests for incoming invoices and supporting monthly close procedures.
  - Managing annual office supplies budget.
  - Supporting Urban Green's annual Audit process.

**Benefits and Compensation:** The salary range for this position is \$45,000 to \$50,000. Offers will be made commensurate to experience. Benefits include:

- 100% employee coverage for medical and dental
- 401k with 4% employer match
- 15 vacation days in the first year, 8 paid holidays, and 2 personal days
- Office closure between Christmas and New Years
- Early closure on Fridays during the summer
- 100% employee coverage for Life, Short Term and Long Term disability insurance

### **How To Apply**

If you are interested in this position, please fill out this [application form](#).

### **Diversity, Equity and Inclusion Statement**

Urban Green Council is proud to be an equal opportunity employer and does not discriminate based on race, religion, color, national origin, sex, sexual orientation, age, veteran status, disability status, or any other applicable characteristics protected by law. We celebrate diversity and are committed to building a team that represents a variety of backgrounds, perspectives, and skills.

### **Urban Green's Organizational Values**

- **Excellence:** We strive for innovative high-quality programs and ideas.
- **Inclusion:** The diverse voices and backgrounds of our employees, board of directors, members, and partners make us stronger.
- **Collaboration:** We believe consensus delivers better solutions and teamwork is essential to our success.
- **Engagement:** We promote a culture of performance, participation, and curiosity.