



Operations Manager

CitySeed, New Haven, CT

CitySeed seeks an Operations Manager who is a process-minded, detail-oriented, and people-centered team player. This role will work across functions and support the entire organization in having the resources it needs to work, communicate and collaborate effectively.

CitySeed's mission is to engage the community in growing an equitable, local food system that promotes economic development, community development and sustainable agriculture. Our core programs are designed to support the entire food system - from field to shelf - and demonstrate our vision to support a sustainable model of local economy, urban community, regional agriculture, environmental stewardship, and well-being through food.

1. CitySeed's year-round network of Farmers Markets brings local food directly to New Haven neighborhoods, while supporting CT farm viability.
2. Sanctuary Kitchen supports refugee and immigrant chefs and food entrepreneurs, while building intercultural understanding in our community.
3. CitySeed Incubates food business incubation services remove barriers to food entrepreneurship and link new businesses to local farmers.

The Operations Manager will be at the heart of maintaining a welcoming, people-focused, inclusive and collaborative workplace and culture. They will support the CitySeed team by providing key administrative and human resources support, organizing internal events and processes, and managing the space, equipment and technology. The Operations Manager will work closely with the Executive and Managing Director at a rapidly growing organization to establish, refine, and maintain the variety systems that support our expanding team.

This position is currently part-time. Expectations of hours are approximately 20 hrs/week.

DUTIES AND RESPONSIBILITIES

Office Management and Administration - Technology, Communications and Processes

- Manage and direct inbound communications received by CitySeed via the info@ email address, mail, and voicemail
- Maintain shared administrative documents and support in record keeping and document organization
- Serve as the primary technology point person for CitySeed's staff
 - Coordinate IT service visits and relevant tech support when necessary
 - Track hardware and software needs for the team to perform their job duties (ex: phone systems, printers, tech platforms, etc.)
 - Research and respond to changing technology needs as needed

- Serve as a main point of contact for CitySeed's office space and related systems, including: coordinating and ordering office supplies, ensuring employees have keys and alarm codes, coordinating cleaning and organization, etc.

Banking, Finances and Data Management

- Prepare and carry out weekly bank deposits and withdrawals
- Support colleagues with financial data management and related processes on platforms like Square, Paypal, etc.
- Work closely with CitySeed's accountant, Executive Director and Managing Director to reconcile expenses, gather necessary data or documentation for financial processes (ex: expense reports, budget reports), compile and send invoices, etc.
- With the guidance of the Market Manager, input weekly Farmers Market data (ex: sales, attendance, etc.); Monitor and assist Farmers Market accounting systems and accounts payable follow-up
- Support program leads with implementing consistent, centralized, and uniform data management tracking systems for the purposes of monitoring & evaluation, grant management, and organizational historical knowledge

Human Resources - Team Culture, Professional Development, Payroll/PTO

- Support meeting scheduling and logistics for CitySeed leadership team, including: board meetings, staff meetings, monthly in-person team socials, quarterly lunch and learns, and monthly Anti-Racism & DEI meetings
- Assist Managing Director with administration of benefit and professional development programs by:
 - Creating and maintaining a professional development tracking system
 - Manage a professional development organizational calendar where individual and organizational professional development priorities are identified and acted on
 - Coordinating team-wide trainings and individual professional development opportunities that support staff growth and DEI Action Plan goals
- Assist in the creation of job descriptions, advertise job opportunities, manage coordination and communication with candidates during the hiring process (including recruitment of summer interns and fellows)
- Oversee new employee and summer intern/fellow onboarding, ensuring team members have the tools, technology, connections, and knowledge to be successful in their roles from the get go. Ensure a warm welcome for every staff member.
- Support Managing Director with HR processes including: Payroll, Employment verification, unemployment requests, managing When I Work and PTO, and ensuring compliance with various labor law documentation requirements

SKILLS AND QUALIFICATIONS

We anticipate that a successful candidate will have experience in a similar role within a small business, nonprofit or values-driven organization. CitySeed recognizes that experience and expertise come in many forms. If you have different experiences that you think are a good fit for the role, please apply so we can learn more about you.

- 2-3 years of relevant experience: business administration, project management, office management, accounting, human resources, etc.
- Proficiency with Google Suite, QuickBooks accounting software, Excel, and other database/constituent management software systems
- A meticulous eye for detail and strong customer service orientation.
- Experience handling sensitive information effectively and confidentially.
- Flexible, independent, proactive colleague. Extreme comfort executing multiple projects simultaneously and jumping from priority to priority.
- Experience creating and implementing new policies and procedures within an organization.

DETAILS

- Desired Start Date: September 2022
- Location: New Haven, CT (CitySeed is currently a hybrid work environment with some in-person and some remote duties.)
- This position is part-time and hourly. Salary is commensurate with experience, starting at \$20/hour.
- Benefits include vacation and holidays, a flexible work schedule, professional development, and other benefits.

To Apply: Please email your resume and cover letter to ashley@cityseed.org with the subject line CitySeed Operations Manager. Applications will be reviewed on a rolling basis. CitySeed is an Equal Opportunity Employer and is committed to creating a diverse, equitable, welcoming and inclusive environment for all employees and our community. We honor candidates' experiences, perspectives and identities.

About CitySeed: For more about CitySeed and our mission visit our website: www.cityseed.org