

Position Description

Operations Coordinator



Reports to: Assistant Vice President of Operations

Uniformed: Yes **Hours/Week:** 40 **OT Required:** Yes **FLSA:** Non-Exempt

Hudson River Park Trust (the "Trust") seeks a capable Operations Coordinator to help administer important functions in support of park operations. The position will report to the Trust's AVP of Operations in a department responsible for park facilities, maintenance, security, horticulture, and marine activities. The successful candidate will be an energetic and organized self-starter willing to learn and then take ownership of his/her assigned work. This position requires superior organizational, interpersonal and communication skills, and the ability to work effectively as a team member in a fast paced environment. Prior experience in an operations setting is essential. Some shift/weekend and holiday work required. Punctual and reliable attendance is a must.

Background:

The Trust is a public benefit corporation created by act of the NYS Legislature and a 501(c) (3) charitable organization. The mission of the Trust is to construct, maintain and operate a heavily used four mile long waterfront park on Manhattan's west side. Hudson River Park features landscaped public piers and display gardens, lawn areas, ecological planting zones, athletic fields, esplanades, docks, public sculptures and other special features. The Park, one of the longest riverfront parks in the United States, is a beloved, urban recreational paradise. Attracting 17 million visits each year, the Park offers a myriad of recreational and educational activities for local residents and visitors alike, and plays a critical role in protecting the Hudson River environment. The Park is approximately 75% complete, and the Trust now has secured sufficient resources to finish all public use areas.

Responsibilities/Duties:

The Operations Coordinator will become familiar with the Trust's departments and personnel, and the park's physical features and locations. The Operations Coordinator will be responsible for: (1) overseeing the Operations Desk, the Trust's 24/7 command center; (2) communicating and tracking all planned activities in the park; (3) tracking and administering access controls throughout the park; and (4) tracking and coordinating the deployment of operations equipment and resources.

Operations Desk (50%)

The Trust contracts with the Park Enforcement Patrol (PEP) of the New York City Department of Parks and Recreation to provide park security. The Operations Desk (the "Desk") staffed by PEP, is the focal point for receiving and disseminating information about conditions and activities in the park.

The Operations Coordinators will:

- Develop a working knowledge of the duties and responsibilities of the Desk;
- Learn and implement departmental guidelines and standard operating procedures used;
- Monitor PEP's performance of the Desk key tasks and services; provide support as necessary;
- Collect, track, organize and review data collected at the Desk;
- Participate in training new PEP staff on the roles and responsibilities of the Desk; and
- Cover the Desk shifts on an as-needed basis.

Communication (20%)

- Draft and send email notifications to all appropriate parties regarding new or changing conditions in the park;
- Coordinate with the Trust's Graphic Department for deployment of signage and way finding throughout the park; and
- Updating various digital messaging boards located throughout the park.

Security Access (10%)

- Process and distribute keys and ID scan-cards;.
- Manage physical key inventory, process and maintain ID cards and track the park wide code list;
- Process vehicle permits; and
- Administer support systems (i.e. Keyscan, KeyKeeper, MS Office, Digital Messaging Boards).

Equipment Tracking, Reporting and Resources Coordination (20%)

- Oversee and manage the distribution of two-way radio equipment and accessories, and coordinate associated servicing and supply needs;
- Track and maintain resources and equipment (i.e., EZ Passes, Gas Cards, Temp IDs, AWIDs);
- Track placement and use of safety equipment such as Variable Message Signs and light towers; and
- Manage and maintains multiple MS Office Outlook calendars; and
- Track fleet assignments.

Required Education and Experience:

- 2 years' work experience in an operations environment required; public safety and/or customer service experience preferred.
- Associate's degree required; four year college degree preferred.
- Excellent communication skills, ability to prioritize and accomplish multiple objectives required; experience with two way radios preferred.
- Valid driver's license with clean history required
- Proficiency in MS Word, MS Excel, and MS Access required; knowledge of MS PowerPoint and MS Project preferred.

Essential Traits:

- Ethical Conduct
- Strategic Thinking/Decision Making
- Problem Solving/Analysis
- Collaboration/Congeniality
- Thorough/Detailed/Organized
- Outstanding Work Ethic

Compensation/Benefits:

Competitive salary of \$52,500 - \$57,000 (dependent on experience) and excellent benefits package including: paid holidays, vacation, sick and personal time, medical, dental and vision insurance, and participation in New York State Retirement System. The position is covered under a collective bargaining agreement between the Trust and Local 30 of the International Union of Operating Engineers, AFL-CIO.

Application Process:

Interested applicants are to submit a cover letter and resume to Human Resources at resumes@hrpt.ny.gov. **Indicate Job Code: Operations Coordinator 2019 in the subject line of the email.**

No phone calls please.

More information on the Hudson River Park is available at:

www.hudsonriverpark.org

The Hudson River Park Trust is an Equal Opportunity Employer

Pursuant to Executive Order 161, no State entity, as defined by the Executive Order, is permitted to ask, or mandate, in any form, that an applicant for employment provide his or her current compensation, or any prior compensation history, until such time as the applicant is extended a conditional offer of employment with compensation. If such information has been requested from you before such time, please contact the Governor's Office of Employee Relations at (518) 474-6988 or via email at info@goer.ny.gov.