

Position Description



Operations

Operations Coordinator

Hudson River Park Trust

Reports to: Director 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 Director 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:

HRPT is a public benefit corporation created by act of the New York State Legislature and a 501(c)(3) not-for-profit organization. The mission of HRPT is to design, construct and operate a prominent, and very heavily used, 4 mile waterfront park on the west side of Manhattan. Approximately 75% of the park has been constructed with a mix of State, City and Federal funding. The park includes landscaped public piers and display gardens, lawn areas, athletic fields, esplanades, docks, public sculptures, an adjacent bikeway, and other special features. The park receives approximately 17 million user visits annually and HRPT hosts numerous special events, educational programs, and park compatible commercial activities.

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) tracking all planned and scheduled activities within the park; (2) updating shared calendars; (3) maintaining applicable operating guidelines and procedures; and (4) coordinating data collection efforts. Additional job responsibilities include, but are not limited to:

Operations Desk

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, 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 of the Operations Desk, communication protocols and technology, the identities of PEP personnel assigned to the park, and the identities and responsibilities of Trust and contract staff.
- Learn and implement departmental guidelines and standard operating procedures applicable to reports and requests made to the Operations Desk.

- Monitor PEP's performance of Operations Desk key tasks and services; provide support as necessary.
- Collect and organize data on overall PEP staffing levels in the park.
- Cover the Operations Desk shifts on an as-needed basis.

Security Access

- Process and distribute keys and scan-cards.
- Process vehicle permits.
- Maintain electronic access data base, and generate reports as requested
- Maintain support systems (i.e. Keyscan, KeyKeeper, MS Office, Digital Messaging Boards)

Equipment Tracking and Reporting

- Oversee and manage the distribution of two-way radio equipment and accessories, and coordinate associated servicing and supply needs.
- Compile and process incident reports, and other pertinent data (i.e., bikeway accidents, reported crime)
- Track and maintain resources and equipment (i.e., EZ Passes, Gas Cards, Cameras)

Coordinating Resources

- Monitor placement and use of safety equipment such as Variable Message Signs and light towers.
- Administer parkwide portolet contract for general use, events, and emergencies.
- Manages and maintains multiple Outlook calendars

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 \$40,000 - \$45,000 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 Kate Yarhouse, Director of Human Resources at resumes@hrpt.ny.gov. **Indicate Job Code: Operations Coordinator 2017 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.