Position Description
Operations Department
Director of Operations

Reports to: Vice President of Operations
Minimum Hours/Week: 37.5  FLSA: Exempt

Hudson River Park Trust (the “Trust”) seeks an experienced professional to help direct and manage systems to improve the efficiency and responsiveness of the Trust’s Operations Department. The Operations Director will work closely with the Vice President of Operations in the daily management of Hudson River Park, to perform contract administration for service providers, and to develop and document standard operating procedures. The Operations Director will help coordinate the activities of the Operations Department with other departments at the Trust and interface with outside agencies. The successful candidate will be an energetic and organized self-starter willing to learn and take ownership of his/her functional areas. This position requires superior project management, organizational, technical writing, 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 emphasizing customer service is essential. Some shift/weekend and holiday work required.

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 Director will become familiar with the Trust’s departments and personnel, and the Park’s physical features and locations. Under the direction of the Vice President, the Operations Director will be directly responsible for: (1) developing Standard Operating Procedures (SOPs) and other reference materials for integration with the Trust’s computerized maintenance management system (CMMS), (2) managing service contracts for Park operations and maintenance and helping to process invoices, (3) advancing internal and external communications, (4) tracking and maintaining access controls and equipment resources, and (5) performing other duties as needed. Specific responsibilities are as follows:
Standard Operating Procedures & Routine Inspections (25%)

- Review current protocols; write new SOPs as necessary; document new best practices, departmental guidelines and SOPs in Trust’s CMMS.
- Gather and maintain Park inspection data (marine, horticultural, facilities, and maintenance) for entry into CMMS; at the direction of the Vice President implement QA/QC reporting for Park activities such as tenant and contractor logistics.

Contract Administration and Operations Support (25%)

- Perform contract administration for small/medium sized service contracts such as pest elimination, goose control, uniforms, portable restrooms, irrigation, tree trimming and pruning; assist processing invoices for large maintenance contracts such as indoor and outdoor cleaning.
- Support Parkwide initiatives such as waste management; serve as point of contact with NYC Department of Sanitation for pick-ups.
- Assist Vice President to draft Requests for Proposals (RFPs) and procure service providers.

Coordination and Communication (25%)

- Organize weekly coordination meetings among HRPT departments to disseminate information and anticipate/resolve potential conflicts.
- Identify and assist in developing signage and other resource support needs.
- Supervise Operations Coordinator as a direct report; supervisory oversight includes:
  - Placement and use of safety equipment such as variable message signs and light towers;
  - Track vehicle usage;
  - Distribution of keys, ID cards, and vehicle permits, EZ passes, gas cards, internal two-way radio communication equipment and accessories; and
  - Track daily Parkwide events and activities.

Access Controls (15%)

- Assist in the implementation and management of Parkwide access control system; help prepare and disseminate RFP; provide on-going support to help maintain new controls include coordination with CCTV system.
- Directly manage physical key inventory; process and maintain ID cards and track the park wide code list.

Miscellaneous (10%)

- Manage the distribution of staff schedules and meeting schedules, agendas and action item tracking.
- Perform duties and tasks at direction of Vice President.
Required and Preferred Experience and Education:

- A minimum of four years of successful experience in an operations environment emphasizing customer service delivery and contract administration required.
- Supervisory experience required.
- Bachelor’s Degree required, additional training in Facilities Management, Public Administration or related fields preferred.
- Excellent verbal and written communication skills including technical writing.
- Organized with the ability to collate and present data in a user friendly form, multitasker with excellent prioritization skills required.
- Proficiency in MS Word and MS Excel required; experience with CMMS or other asset management software preferred.
- Valid driver’s license with clean driving history required.

Essential Traits:

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

Compensation/Benefits:

Competitive salary of $80,000 - $85,000 (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.

Application Process:

Interested applicants are to submit a cover letter and resume to Human Resources at resumes@hrpt.ny.gov. Indicate Job Code: Operations Director 2020 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.