Job Title	Operations Manager
PVN ID	LA-1709-002068
Category	Instruction and Social Service
Location	LAGUARDIA C. C.
Department	NYDesigns
Status	Full Time
Annual Salary	$60,000.00 - $75,000.00
Hour(s) a Week	35
Closing Date	Nov 12, 2017 (Or Until Filled)

General Description

Founded in 2006, NYDesigns is dedicated to the success of design and hardware tech startups in NYC. Companies in our incubator get three years of private studio space and access to a network of mentors and advisers. Makers can prototype their design ideas in our safe, secure, 5,000-sq-ft fabrication lab. We produce events and programs for a thriving community of creators and innovators. We are a program of CUNY at LaGuardia Community College.

NYDesigns seeks an Operations Manager to lead the creation and implementation of systems and solutions to improve the performance and efficiency of NYDesigns' program operations. A key member of NYDesigns' decision-making team, the Operations Manager will provide the management team with critical information to support the development of strategic goals and initiatives. Acting as a liaison between the management team and the rest of the team, the Operations Manager will then translate these strategic goals into practicable action plans and processes and oversee their implementation by the rest of the NYDesigns team.

Key Responsibilities

Systems Management:

- Build, implement, and refine systems to increase the effectiveness of NYDesigns' internal operations and incubator programs, including client selection, client onboarding and off-boarding, and reporting.
- Establish a system for tracking and articulating the value that NYDesigns brings to its clients (i.e., clients' business growth metrics) in order to satisfy stakeholders and to help make business decisions, and oversee the data management process.

- Oversee the facilities systems. Interface with Building and Grounds and external services. Anticipate and address system failures to ensure continuous service. Research and propose new systems and system upgrades as needed.
- Work actively with the team to identify and understand issues or deficiencies that emerge and apply these assessments toward continuous improvements in programs and operations.

Revenue and Expense Management:

- Managee processes for revenue management and ensures follow-up and payments are received and recorded correctly.
- Oversee all Incubator client invoicing and payments.
- Work with current vendors to manage accounts.
- Work with various departments across the College to process payments for vendors, consultants, contractors and instructors.
- Manage all financial records, reviewing income and expenses for all NYDesigns accounts.
- Generate financial reports and projections for NYDesigns.

Other Duties

Grant Finance:

- Work closely with the Director and the Assistant Director to create financial proposals for grants.
- Manage grant budgets to insure programs stay on budget and all expenses are processed properly.
- Support grant reporting by providing financial reports and invoicing as necessary.

FabLab Administration:

- Help create and execute the business plan for the FabLab.
- Manage the processes for incoming leads and member's onboarding.
- Manage the FabLab technician and coordinate with FabLab stakeholders and users such at the Industrial Design Department and the Industrial and Transportation Department.

Qualifications

- Bachelor's degree, preferably with coursework in business administration, economics, statistics, and/or entrepreneurship
- 2-5 years of experience in a customer support, operations, project management, or consulting role
- Excellent written, verbal, and interpersonal communication skills to develop and maintain client relationships
- Excellent organizational skills with the ability to manage multiple projects at once and handle complex situations
- Meticulous attention to detail and problem-solving ability
- Proficiency in MS Office and Google Drive
- Grant-writing experience a plus