

Job Title	Senior Operations Manager
PVN ID	VA-2411-006577
Category	Managerial and Professional
Location	OFFICE OF SR. UNIV DEAN FOR ACADEMIC AFFAIRS
Department	Office of Careers & Industry Partnership
Status	Full Time
Annual Salary	\$95,000.00 - \$100,000.00
Hour(s) a Week	35
Closing Date	May 05, 2025 (Or Until Filled)

General Description

The City University of New York's Office of Careers & Industry Partnerships (OCIP) oversees and manages a portfolio of programs and initiatives with the purpose of ensuring that all CUNY graduates are able to earn a living wage in a career of their choosing within one year of degree completion.

The CUNY Office of Careers & Industry Partnerships seeks a Senior Manager of Operations to ensure that programs are achieving operational efficiency and meeting program performance goals. This position will work closely with the Senior Director of Operations & Finance in coordinating the transactions between the payroll, accounts payable, and program teams.

The ideal candidate will have superior communication skills, both written and verbal, a customer service mindset, an ability to meet deadlines, impeccable organizational skills, and the capacity think creatively to help all stakeholders achieve their goals.

Other Duties

Budget Management & Oversight

- Manage office budgets for grant funded programs and tax levy sources
- Advise program staff on available budget, budget projections, and strategic budget planning
- Facilitate interactions and transactions between program staff and fiscal team
- Work with payroll team to ensure that all OCIP staff members are paid from appropriate grant budget lines
- Ensure that all rush-closing accounts are reconciled and closed on time
- Track outstanding funds due and owing, and prepare invoices for payers
- Work with Sponsored Programs offices at CUNY campuses to effectively distribute grant funds to campus partners
- Prepare spending reports for internal and external stakeholders

Strategy & Operations Management

- Work directly with Senior Director of Operations & Finance to maximize operational efficiencies, address strategic gaps, and economically utilize resources to achieve programmatic goals
- Recommend improvements to position the office for long-term sustainability
- Act as repository of all Research Foundation of CUNY processes
- Advise program officers on available programmatic options in design, implementation, and wind-down stages
- Manage at least one direct reports of operations staff
- Ensure all team members are on schedule to meet deadlines for designated tasks
- Assess prospective vendors for their ability to help OCIP scale its services to all CUNY students
- Liaise with OAA Contracts Team, CUNY Office of General Counsel, and Research Foundation of CUNY Legal Services to shepherd contracts, agreements, memoranda of understanding, and other items requiring legal review through the review process to execution
- Communicate with program staff, vendors, partners, and grant sponsors to keep all parties informed as to document status, lawyer questions, and timeline
- Develop systems for streamlining overall OCIP operations and submission of complicated fiscal requests such as stipend/scholarship/fellowship requests, honorarium requests, etc.
- Create educational/guidance documents for sub-account holders (campus staff and faculty) to increase knowledge of how to use grant funding
- Perform special projects and other duties as assigned.

Qualifications

Minimum Qualifications

- Bachelor's Degree required
- Four years' relevant experience in public administration, grants management, bookkeeping, operations, project management, or a related field
- At least one year experience managing direct reports
- Exceptionally detail-oriented and organized, with the ability to manage multiple assignments and meet deadlines.
- Excellent verbal, written, and interpersonal communication skills, with a customer-focused approach to working and comfort communicating with college students.
- Demonstrated ability to work independently and collaboratively with diverse populations in a fast-paced and high-volume work environment.
- Ability to exercise sound judgment and think on one's feet to quickly analyze and solve problems.
- Expert user of all MS Office products, Excel in particular, and aptitude to quickly pick up new systems.

Preferred Qualifications

- Knowledge of any of the following a plus: the CUNY system, the Department of Education, NYC geography, and IT concepts

Physical Requirements

- This is a 70/30 hybrid position, subject to change. Remote work arrangements are not a right or entitlement of employment and, as such, are discretionary and subject to operational needs unless otherwise provided by the CUNY Flexible Work Guidelines. Laptop may be provided if needed to support working remotely. While performing these duties, the employee is required to perform physical activities such as, but not limited to, lifting items (up to 20 pounds), bending, reaching, sitting for prolonged periods of time. Reasonable accommodations will be made for employees with disabilities or other needs per RFCUNY policies.
- Ability to travel to multiple sites throughout NYC as needed.