



**Title:** Operations Manager – NYC  
**Status:** Full-Time Exempt  
**Reports to:** Executive Director  
**Salary range:** \$60,000 to \$70,000 DOE

OUR HOUSE Grief Support Center is expanding its reach from Los Angeles into New York City, and we need YOU – A talented and motivated Operations Manager to help open and operationalize this transformative grief support center for children and families!

Grief is a universal experience, yet New York City has been without a full-service grief support center to provide the support grievers need to find hope and healing, until now. For over three decades, OUR HOUSE LA has helped thousands of children, teens, and adults in find hope and healing after the death of someone close. This is a unique opportunity for you to join at the ground level of this transformative initiative to make a lasting impact in the community!

**Job Description:** The Operations Manager ensures the smooth operation of OH NYC’s office and programs. Key responsibilities include office setup and maintenance, IT and supply management, and administrative tasks like data entry, reporting, and calendar management. The role also provides front desk reception, assisting guests, volunteers, and callers. Clinical support duties include intake coordination, scheduling, volunteer management, and database maintenance. Additionally, the position supports community education workshops and the School Program. Strong organizational, communication, and multitasking skills are essential for success in this role. This position will be hybrid.

**Qualifications:** Bachelor’s degree in business administration, nonprofit management, public administration, or a related field. 3-5+ years of experience in nonprofit operations and facilities management. Familiarity with the Microsoft Office Suite. Skilled in optimizing processes and driving administrative efficiencies. Ability to work with staff, volunteers, donors, and board members.

**Specific Duties:**

**Administration**

- Play an integral role in the set-up of the OH NYC office space, including IT, telephone and Internet, office supplies, furniture and fixture logistics, and other associated tasks
  - Maintain organization and cleanliness of shared offices spaces, communicating with the property managers on building issues, maintenance and repairs
  - Perform data entry and analysis, including board reports that summarize bimonthly program outcomes
  - Maintain OH NYC master calendar
  - Design, generate, update, and optimize digital intake mediums
  - Assist volunteers with photocopying or projects as requested
  - Attend and assist with agency events as requested
  - Participate in weekly 1:1 meeting with supervisor plus monthly all-staff meetings
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**Reception**

- Maintain a warm and welcoming front desk and lobby
- Track and log incoming calls, disseminate information, and direct callers to appropriate staff
- Greet guests, group members and volunteers, providing necessary information and assistance
- Purchase office items and supplies as needed

**Clinical Support**

- Prepare/send correspondence to potential group members with clinician guidance
  - Review intake documents and create Zoom and calendar invites for Pre-Group Appointments
  - Confirm appointments and send daily group meeting reminders by telephone and text
  - Maintain and update Zoom group meeting schedule
  - Assist in processing volunteer applications, coordinating interviews, and preparing for training
  - Support the Clinical Team with preparations for community education workshops and training
  - Assist with the launch, management, and maintenance of OUR HOUSE's Apricot client database plus associated data tracking and report generation as needed
  - Support School Program (when program launches), including preparing attendance sheets, permission slips, curricula materials, and ordering/maintaining school group supplies
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