

Massachusetts Avenue Project **Operations Director**

Position Title: Operations Director

Commitment: Full Time, 40 hrs/wk

Application Deadline: November 8, 2024

Location: In office at 387 Massachusetts Avenue

Compensation: Salaried Exempt position, \$68,000 with benefits including health, dental, vision insurance, retirement benefits, Paid Time Off, and 15 paid holidays

Experience: Minimum of 4 years of related management or administrative experience required

About the Massachusetts Avenue Project:

The mission of the Massachusetts Avenue Project (MAP) (www.massave.org) is to nurture the growth of a diverse and equitable community food system to promote local economic opportunities, access to affordable nutritious food and social change education.

MAP operates an urban farm, a city-wide Mobile Market Program to improve nutritious food access, a commercial kitchen to support microenterprise development and community education, and a year-round youth employment and training program in urban agriculture and food systems. We also manage 2 units of affordable housing located at our Farmhouse headquarters. We work to build partnerships and coalitions to advocate for food system change in support of health and food equity and environmental justice. MAP values creativity and cooperative principles and team problem-solving.

Position Summary:

The Operations Director (OD) will work as part of MAP's administrative team to oversee employee performance, efficiencies and satisfaction. The OD will analyze MAP's organizational process and work in partnership with staff to find ways to enhance employees' work quality and productivity. The OD will build operational policies and strategies that enhance MAP's programmatic effectiveness and assist with recruiting, onboarding, and evaluating staff performance.

Duties and Responsibilities:

Operational Oversight & Project Management

- Supervise and support Program Managers to manage timelines, budgets and tasks to achieve key milestones and outcomes
- Identify opportunities to improve organization-wide systems and processes, and design and implement new solutions to streamline operations
- Foster a culture of collaboration, support and accountability, motivating employees to perform at their best through positive encouragement, incentive initiatives and

- professional development opportunities
- Work with Program Managers to assess and improve customer, youth and volunteer feedback mechanisms
- Identify potential problems and work to find solutions to maximize performance, service delivery and revenue
- Complete quarterly and annual program reports for key initiatives
- Work closely with the Administrative Team, Board and staff on long-term planning
- Lead office organization and operational duties
- Manage facility space rental requests from other organizations and the Public
- Manage annual facility inspections, repairs and maintenance and supplies inventory
- Assist with tenant recruitment and management, as needed

Human Resources and Team Building

- Assist in leading employee recruiting, onboarding and succession process
- Attend and/or facilitate team meetings and assist with follow-up internal communications
- Organize internal team events and gatherings
- Lead Quarterly and Annual Planning meetings and Quarterly progress reviews with year-round staff

Communications and Marketing

- Support marketing initiatives, including assisting with on-site event coordination
- Contribute to content creation for newsletter, website and other communications
- Develop and execute some internal and customer-facing communications, including producing PowerPoint presentations

Minimum Qualifications:

- 4 years of related or related management or administrative experience required

Preferred Qualifications:

- 5+ years of administrative or operations work experience, including experience supervising teams and individuals, with a minimum of 4 years in a leadership and/or managerial role
- Proficiency in project management and project management systems, including Monday.com
- Ability to manage people, creating a supportive work environment while ensuring accountability
- Strong strategic planning and analytical skills with the ability to translate vision

into actionable plans

- Excellent Communication, Organizational and Leadership skills
- Demonstrated Creative Problem-Solving Skills
- Knowledge and/or experience in food systems, health equity or social justice work is a plus
- Experience with business analytics a plus
- General computer and social media literacy, including G Suite and/or Microsoft Office Suite

Equal Opportunity Employer:

The Massachusetts Avenue Project (MAP) is a food justice organization in Buffalo, NY, working to identify and dismantle forms of systemic oppression in the food system through our programmatic and advocacy work.

Our team recognizes the advantages diverse perspectives and backgrounds bring to the workplace. We are particularly interested in candidates who share this value and will work to achieve the organization's goals of inclusivity.

MAP is committed to equal opportunity employment by affirming the values of diversity, practicing inclusion and working to advance equity through promoting an environment free from discrimination.

To apply please send a cover letter, resume and two references to:

Diane Picard at dpnoc@mass-ave.org

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