

Massachusetts Avenue Project Operations Director

Commitment: Full Time, 40 hrs/wk

Application Deadline: Rolling until filled

Location: In office at 387 Massachusetts Avenue, with some flexibility for remote work

Compensation: \$60,000 with benefits including health, dental, vision insurance, retirement benefits, Paid Time Off, 15 paid holidays and more

Experience: Minimum of 4 years of related experience required

The Massachusetts Avenue Project (MAP) is a food justice organization in Buffalo, NY, working to identify and dismantle systemic forms of oppression in the food system through our programmatic and advocacy work. MAP strives to build a workplace that includes paid positions for people from traditionally underrepresented groups and is committed to building a diverse and inclusive staff that reflects the communities we serve. We encourage qualified members of diverse communities to apply. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, or age.

Position Title: Operations Director

Reports to: Executive Director

Organization Summary: 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 the performance, efficiencies and satisfaction of employees. The OD will work to analyze the company's organizational process and will 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 MAP staff.

Specifically MAP's Operations Director will work in the following areas:

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 points of friction and work to find solutions in order to maximize performance, service delivery and revenue
- Complete quarterly and annual program reports for key initiatives
- Work closely with Administrative Team, Board and staff on long term planning
- Lead office organization and operational duties
- Manage annual Farmhouse 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
- Assist with content creation for newsletter, website and other communications
- Develop and execute some internal and customer-facing communications, including producing PowerPoint presentations

The ideal candidate has:

- 5+ years of administrative or operations work experience, including experience supervising teams and individuals, with a minimum of 3 years in a senior leadership role.
- Proficiency in project management and project management systems, including Monday
- 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 a plus
- Experience with business analytics a plus
- General computer and social media literacy, including G Suite and/or Microsoft Office Suite

**To apply please send a cover letter, resume and two references to:
Diane Picard at dpnoc@mass-ave.org**