

JOB OPENING



Associate Director - Operations

NACTO's Global Designing Cities Initiative

Job title: Associate Director - Operations

Start date: Mid-2019

Salary: Commensurate with experience

Location: New York City

The National Association of City Transportation Officials (NACTO) is seeking an **Associate Director - Operations** for its Global Designing Cities Initiative (GDCI), a program of NACTO that aims to inspire a shift toward safe, sustainable, and healthy cities by reclaiming and transforming streets. The Associate Director - Operations will work directly with the Director and the senior staff to manage the teams, support the strategic growth and development of the program, assist with financial management, and streamline office operations and program management. We're looking for candidates who are exceptional team managers with experience in strategic communication, financial management, and organizational development. Knowledge of transportation planning/urban design tools and approaches, as well as international experience, preferred.

Who we are

The [National Association of City Transportation Officials](#) (NACTO) is a 501(c)(3) non-profit association that represents large cities on transportation issues of local, regional, and national significance. The [Global Designing Cities Initiative](#) (GDCI) is a program of [NACTO](#). Launched in 2014, GDCI's mission is to inspire a shift toward safe, sustainable, and healthy cities through transforming streets. GDCI's work is informed by the strategies and international best practice captured in the [Global Street Design Guide](#) (GSDG) and the technical assistance provided to multiple international cities.

What you'll do

The **Associate Director - Operations** will play a key leadership role, helping to manage a dynamic team of urban planners, designers, and grant staff. They will support and/or lead activities to ensure the organization runs smoothly and that the team delivers on all programs and projects in a timely manner. Based in New York City, the **Associate Director - Operations** will be responsible for the following:

- **Supporting staff and organizational management:** Work across the team to oversee the day-to-day operational processes, to maintain high-caliber deliverables, and to develop effective, happy, and inspired staff. This will include activities such as (but not limited to):

- Mentor, manage, inspire, and retain high-quality staff and oversee the implementation of best-practices across the organization.
 - Identify opportunities for professional development and skills building and devise approaches for staff advancement.
 - Manage the job postings, hiring, role development, and onboarding of new staff.
 - Set agendas and facilitate monthly team meetings, ensure regular staff check-ins, and support annual performance reviews.
 - Ensure administrative and organizational systems and protocols are consistent and running smoothly. Identify opportunities for improvements.
 - Assist with alignment and coordination opportunities across programmatic workplans.
 - Plan for and coordinate regular strategic development sessions with the larger team to support organizational growth and programmatic focus.
- **Developing and advancing crosscutting initiatives:** Work with the Director and managers to identify and advance priority crosscutting initiatives, including:
 - Develop and/or provide oversight on external strategic communications activities to ensure they effectively communicate the goals of the organization (op-eds, webinars, blogposts, social media, video communications, and newsletters).
 - Support internal communication strategies across the teams to support remote working and knowledge sharing to foster collaboration and productive practices.
 - Assist with tracking and synthesizing key media events and activities to the larger team.
 - Ensure the website and branding is consistent, effective, and aligned to NACTO-GDCI's mission, projects, and resources.
 - Support the development of materials and curricula to expand on the Global Street Design Guide for trainings and workshops and influencing city policies.
 - Respond to partnership requests and other similar activities.
- **Overseeing financial and narrative reporting to funders:** Work with the Grants Manager, Director of Finance, Director, and program staff to ensure financial and narrative reports are submitted on time and meet all funder requirements. Assist with monitoring of expenditures, financial resources and staff time management for various grant programs. Assist with international contracts and procurement processes where needed.
- **Identify new opportunities for funding:** Develop ideas for new program budgets and grant proposals that align with the organization's mission. Identify opportunities for fundraising.
- **Support research projects:** Work with the program team and Director to support research projects, giving constructive feedback on draft deliverables where appropriate, facilitating working sessions, streamlining workflows and timelines, pulling in outside support when needed, editing and developing written content, and other related tasks.

Who you are

For this position, NACTO-GDCI is looking for a highly collaborative individual with exceptional project and staff management skills. **The Associate Director - Operations** must be highly self-directed and comfortable working with a diverse international team that travels frequently. You should be passionate about street design, sustainable mobility, and the processes involved in shaping safe, healthy cities. You should be available for occasional international travel. The ideal candidate will be:

- **Organized and able to deliver projects on time:** Able to juggle multiple projects and hold staff accountable for project deliverables. Oversee complex processes involving many international stakeholders, improve and design these processes where necessary, stay organized, and meet deadlines with high-quality and detail-orientated deliverables.
- **Enthusiastic about streamlining processes and empowering teams to reach their potential:** Able to identify opportunities to make projects and processes run smoothly, and enact measures to address identified opportunities. Demonstrated ability to inspire and support staff to develop their skills, prioritize activities, meet their goals, troubleshoot challenges, and otherwise reach their full potential.
- **Comfortable working with budgets:** Comfortable working in Excel to develop and manage program budgets and oversee financial reporting to funders.
- **A strong communicator:** Strong writer with the ability to clearly communicate and synthesize ideas in written, verbal, and sometimes visual work. Demonstrated ability to communicate with team members effectively and empathetically.
- **Collaborative:** Able to work iteratively, collecting feedback from colleagues and incorporating it into work. The ideal candidate will be flexible, adaptable, and willing to pitch in to take on tasks whenever help is needed.
- **Experienced program/project manager:** Applicants should have seven+ years of past experience in program management, research, and/or growing non-profit organizations. Background knowledge in city planning, urban design, architecture, or transportation planning and familiarity with the GSDG a plus.

How to apply

- **Deadline for applications:** Applications accepted on rolling basis—please don't delay! Final deadline is May 19th, 2019.
- **Email applications to:** global@nacto.org
- **Email subject line:** Associate Director - Operations | Firstname_Lastname
- **Attachments:** Include a cover letter and resume detailing relevant work experience. Additional attachments demonstrating writing, management or facilitation skills, communication skills, strategy development, and/or references are encouraged.
- **Work visas:** We encourage international candidates to apply and are willing to support visas.

Thank you for your interest and we look forward to hearing from you!

NACTO is committed to workplace diversity and inclusion. We are equal opportunity employers and do not discriminate in hiring or employment on the basis of race, color, religion, national origin, gender identity, marital status, sexual orientation, age, disability, veteran status or any other characteristic protected by federal, state, or local law. We offer competitive salaries, excellent benefits, and a passionate working, mission-driven environment. Salary is based on a nonprofit scale and commensurate with experience.