

Site Manager for a Technology-themed Center for Senior Citizens
Older Adults Technology Services

Older Adults Technology Services (OATS) is a nationally recognized nonprofit that harnesses the power of technology to change the way we age.

OATS partners with private, public, and philanthropic institutions to craft strategies and implement programs that empower older adults (aged 60+) to adopt and use digital technology to produce transformational change in their lives.

Since 2004, OATS has provided highly effective technology training and programming to over 13,000 older adults, and continues to enhance its offerings and expand its participant base.

OATS employs nine full-time and nine part-time staff. Administrative headquarters are in Gowanus, Brooklyn. The organizational culture at OATS is friendly, innovative, and results-oriented. Learn more at www.oats.org.

In January 2013, the organization opened the Senior Planet Exploration Center, a 2,800 square foot technology-themed community facility located in a ground floor retail space at 127 West 25th Street in Manhattan. The individual chosen for this position will serve as the site manager for the new center.

Supporting the center's activities and community, as well as a larger universe of older adults, is www.SeniorPlanet.org, which publishes the center's schedule of programming, live streams selected events, and provides relevant news, information and resources for Senior Planet members. The center is also the hub of a network of 23 high-end computer labs that OATS recently built at senior centers throughout the boroughs of New York City.

We are seeking an extraordinary individual to provide outstanding levels of leadership and energetic support to critical functions at the Senior Planet Exploration Center, and to collaborate with the larger OATS team.

Responsibilities

Operations:

- Oversee all aspects related to the daily functioning of the Center including:
 - Personally opening the center at 8:30 a.m. and closing it at 4:30 p.m. Monday through Friday (some Evening hours occasionally required for special events)
 - Ensuring upkeep and maintenance of the physical plant, including coordinating work with landlord
 - Developing and managing the operational budget for the facility
 - Coordinating the scheduling of programs and events
 - Developing and communicating all procedures related to the center
 - Managing all vendor and contracted labor relationships and transactions
 - Organizing logistics for events

Information Management:

- Maintaining the organization's Salesforce application, which is used to manage program, visitor, constituent, and other key data
- Planning, scheduling, budgeting, and tracking training courses delivered at the center
- Managing program and data collection, entry, analysis and reporting
- Issuing and logging purchase orders, payment requests, and other routine finance functions
- Updating center's website content
- Developing and implementing plans to market the center and its offerings
- Developing and implementing a plan to institute a more formal (i.e. paid) membership structure

Personnel Management:

- Managing staff and staffing assignments including paid staff, volunteers, interns, and contractors
- Training and supporting volunteers and support staff in the organization's mission, and the center's methodology and procedures
- Recruiting and training volunteers and interns and establishing relationships with organizations that can provide high-quality volunteers and interns
- Assuming responsibility for the enforcement of the "house rules" of the center and serving as an intermediary if any conflicts between visitors or others arise
- Supporting the planning, promotion, and execution of special events, including adjusting and sourcing staff as necessary
- Work with the Senior Advisory Council, a group of center members who meet on a monthly basis to provide guidance about ways to further improve the operations of the center and its activities
- Developing and maintaining relationships with outside organizations to promote resource-sharing and build lasting partnerships

Qualifications

Bachelor's degree required, Master's preferred

Minimum of 5 to 7 years' of relevant work experience (retail, hospitality, community center, etc.)

Experience using Salesforce, Google tools, and Microsoft Office applications

Flexibility, ability to multitask

Courteous and diplomatic, with strong customer service orientation

Punctual, reliable, diligent, accurate, and efficient

Annual Salary

\$40,000 full-time.

Benefits

Employer-funded health, dental, life, disability insurance, and retirement plan. Ample vacation and sick days.

How to Apply

Qualified candidates should send a resume and cover letter in PDF format to jobs@oats.org. Applications without a resume and cover letter in PDF format will not be accepted. No phone calls please.

Senior Planet Exploration Center Manager

The Senior Planet Exploration Center Manager is responsible for the direction of the Center's daily operation and for planning, organizing and implementing new and innovative programs and activities. The Center Manager works closely with the OATS staff to ensure that the Center is a welcoming, safe, comfortable, and supportive environment.