



## Administrative and Operations Manager

### Organization

The Institute for Transportation and Development Policy (ITDP) promotes sustainable and equitable transport worldwide. ITDP is a nonprofit organization headquartered in New York City with offices in Africa, Brazil, China, India, Indonesia, Mexico and the United States. ITDP's programs focus on bus rapid transit, non-motorized travel, travel demand management, parking, transport policy and urban development. More information about ITDP can be found at [www.itdp.org](http://www.itdp.org).

The Administrative and Operations Manager partners with management to establish processes to ensure a smooth running office. S/he serves as the key, senior support administrator to the entire ITDP New York office and manages administrative functions for the CEO. The successful candidate will be a creative self-starter who is people and customer service oriented, extremely organized and excels at juggling multiple projects and is comfortable working with teams across several time zones, in support of the organization's operations, events, finance and development teams. This is a unique opportunity for a candidate seeking a career path in nonprofit management at an international NGO.

S/he will be expected to work cooperatively and communicate effectively with the CEO, COO, finance team, office staff and vendors. The Administrative and Operations Manager will report to the Director of Finance and Administration.

### RESPONSIBILITIES

#### *Office Management- 70%*

- Establish sound administrative processes, conduct an analysis of current systems, identify gaps and offer solutions.
- Create, implement and maintain office related administrative record keeping.
- Develop and manage the office supply budget.
- Conduct a cost benefit analysis of current vendors and make adjustments to vendor list as necessary on a quarterly basis.
- Prepare concise, visually appealing PowerPoint presentations and packets for board meetings, staff meetings and special projects.
- Coordinate frequent travel for staff including visas, securing hotels, booking flights and creating meeting itineraries.
- Lead special projects and conduct research for the Chief Operating Officer and Director of Finance and Administration.
- Coordinate government filings related to field office registrations including processing requests for U.S. government documentation and notarizations.
- Manage conference room spaces including prepare and troubleshoot audio/visual equipment, coordinate with IT for special requests, order catering and maintain cleanliness of conference spaces.

- Oversee front desk including: answer phones, greet guests, package acceptance, manage publications, coordinate mailings, manage general email inbox and fax, file and archive documents, off site shredding and run errands as necessary.
- Responsible for office maintenance including order supplies, restock and organize and ensure general cleanliness of the office.
- Serve as the point person for property management company (landlord) on issues such as negotiating leases, documentation and building maintenance and security.
- Assist human resources with interview scheduling and new hire onboarding, including office orientation, train staff on office equipment and prepare desk area and supplies.
- Oversee fire drills and other safety related matters.

#### *CEO Support- 15%*

- Scheduling and trip management- secure key meetings, conference space and audio/visual requests, prepare meeting materials, arrange visas and oversee frequent travel logistics (flights, hotels, travel changes).
- Manage CEO's expenses for reimbursement and prepare CEO's quarterly expense reports for the Board.
- Manage and develop effective internal systems which keeps the CEO organized, including internal communications, calendar scheduling and processing incoming inquiries and other correspondence.
- Assist the CEO with special projects such as PowerPoint presentations and agenda preparation and minute taking for board and staff meetings.
- Research assistance as needed.

#### *Finance & Development Support- 10%*

- Support the finance team with online donation reconciliations, process refunds via Salesforce, AMEX Merchant and TransLink, code bills, prepare expense reports and other duties. Credit card management for headquarters and field office finance teams including coordinate with staff for charge documentation and dispute charges.
- Assist with annual 990 and audit documentation as directed by the finance team.
- Support the development team with online donation tracking through Salesforce.
- Assist development team with state charitable registrations.
- Assist in ad hoc reports as needed.

#### *Event Planning- 5%*

- Serve as the point person and oversee headquarter meetings and senior leadership meetings.
- Coordinate special events in the office such as lunches, team building exercises and funder and board events.
- Assist Finance Associate with details and documentation in order to generate reimbursement invoices for ITDP events.
- Assist with special projects as needed.

Other duties as assigned.

### **REQUIRED QUALIFICATIONS**

- 3-5 years of related administrative experience, nonprofit experience a plus.
- Bachelor's degree.
- Proven ability to manage a fast paced office and handle short and long term deadlines and conflicting priorities.
- Previous experience assisting a CEO or C-Suite level executive.

- Experience managing vendor selection.
- Detail oriented and organized with strong planning and prioritization abilities.
- Advanced proficiency with Microsoft Office including Word, Excel and PowerPoint.
- Ability to create visually appealing presentations and documents; Adobe InDesign experience a plus.
- Ability to troubleshoot office equipment such as phones and printers and to coordinate repairs with IT and vendors as needed.
- Strong communicator with excellent written, oral and interpersonal skills.
- A creative problem solver.
- Ability to work both independently and as part of a team.
- Demonstrate a high level of integrity and professionalism.
- Ability to lift light loads and retrieve/move items around the office.

*Preferred:*

- Fluency in a foreign language is desirable.
- Salesforce and/or database experience preferred.
- Event planning experience a plus.
- Notary Public a plus.

To apply, please send a resume and cover letter to [jobs@itdp.org](mailto:jobs@itdp.org) with “Administrative and Operations Manager” in the subject line. No phone calls, please.