



Job Opportunities at New York State Homes and Community Renewal

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Senior Operations Manager

Albany, New York

New York State Homes and Community Renewal (HCR) is the State's affordable housing agency, with a mission to build, preserve, and protect affordable housing and increase homeownership throughout New York State. HCR consists of all the major housing and community renewal agencies of New York State, which were merged and integrated under a single management structure.

Under the leadership of Governor Kathy Hochul and Commissioner RuthAnne Visnaukas, **HCR** is a vibrant, innovative agency that integrates and leverages New York State's housing resources. We have offices in New York City, Albany, Buffalo, and Syracuse, and employ a diverse workforce of professionals who are hard-working and committed to serving low- and moderate-income families. Our mission is far reaching, encompassing single and multifamily housing finance, home improvement, rent regulation, housing subsidies, and community development. We partner regularly with a variety of public and private stakeholders.

The Office of Community Renewal (OCR) is within the Single Family and Community Development unit, one of four program offices within NYSHCR. OCR mission is to administer a combination of State and Federal funding resources to develop or support programs that provide decent housing, a suitable living environment, and expand economic opportunities for low- and moderate-income persons.

Achieving this mission requires a wide range of skills and backgrounds in public policy, administration, real estate, architecture, finance, law and many other areas of expertise. We seek to provide a workplace environment that is productive, flexible, accountable, ethical and caring. Our employees are empowered to make a difference where they live and work. We offer competitive pay and a comprehensive benefits package, including paid leave, health, dental, vision, retirement and family-friendly policies.

New York State Homes and Community Renewal currently offers the possibility of a hybrid workplace through our Telecommuting Pilot Program. Participation in this program requires an application process that must be approved. Participation is not guaranteed.

Job Summary

OCR is seeking a new senior team member to provide operations support for the administration of the office's various grant programs. The Senior Operations Manager will be responsible for both general administrative support, supervision of administrative team and supporting program-specific coordination as needed.

Responsibilities may include but not limited to:

- Supervise administrative staff to ensure office coverage with scheduling coordination.
- Monitor and maintain office supplies.
- Support senior OCR staff with high-level administrative tasks.
- Coordinate all OCR grant funding round activities including scheduling, online application revisions, creation of scoring database, etc.



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- Serve as OCR's IT liaison.
- Assist with database record keeping, build reports, prepare data for program staff.
- Drafting new memos, correspondence, reports, procedural manuals, presentations or other documents as needed;
- Interact with grant recipients via email and telephone, responding to or redirecting inquiries for technical assistance;
- Evaluate and conduct office-wide coordinating activities, adjust and correct unaligned procedures, implement efficiency improvement for all program areas.

Minimum Qualifications and Desired Skills:

- Minimum of a Bachelor's Degree or equivalent years of experience.
 - Substitutions: Six years of specialized professional office experience or associate's degree and four years of specialized experience may substitute for bachelor's degree. Advanced degrees may substitute for two years of specialized experience.
- **Software Skills:**
 - Experience and high level of proficiency with Microsoft Office and other software products:
 - **Word** - Creating Word Documents requires formatting, typing a full range of correspondence, reports, creating templates, proofreading for content, and editing using knowledge of grammar, punctuation and spelling. Experience using forms, table of contents, and advanced formatting features preferred.
 - **Excel** - Working with Excel spreadsheets requires recording, arranging, organizing and formatting data. This includes tracking and monitoring the status of project events or workflows in a detailed spreadsheet format. Ability to work in multiple worksheets, perform calculations, compose formulas and functions such as pivot tables is preferred.
 - **PowerPoint** – Working with PowerPoint requires transposing text into a slide presentation format and attention to detail for consistent formatting, preparing and printing presentations in handout format.
 - **Outlook** – Working with Outlook requires monitoring email, including shared mailboxes, scheduling and coordinating meetings using Outlook appointments and shared calendars.
 - **Adobe Professional** – Working with Adobe Professional requires creating, editing, reformatting, redacting, merging and splitting PDF files. Experience creating and editing Adobe forms is preferred.
 - **SAP Crystal Reports** – Building new reports and editing existing reports from a variety of source databases.
 - **GoToMeeting/ WebEx** - Working with web-based screen sharing software to schedule remote presentations requires coordination with multiple staff members, and detailed technical assistance for scheduling.
 - **Internet** – Working with the internet requires an ability to research and retrieve information quickly. Confirming mailing addresses or contact information for correspondence or researching travel accommodations are common uses of the internet for this position.



Homes and Community Renewal

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- ***Essential Skills:***

- Discretion in handling confidential information.
- Ability to perform administrative duties with speed and accuracy, following established procedures and protocols without immediate and constant supervision.
- Ability to communicate effectively both orally and in writing with an attention to detail and professionalism in all communications with staff and the public.
- Demonstrated experience multitasking and being well organized and self-motivated.
- Strong analytical, organizational and problem-solving skills.
- Understanding of how to work effectively in and with diverse communities.

Instructions for Applicants

Applicants must include a cover letter and resume for review. Applicant must describe in a cover letter how the applicant meets the minimum qualifications, and how the work experienced outlined in the accompanying resume relates to the available position. Applicants are also encouraged to use the cover letter as an opportunity to identify specific skills, including knowledge of software or database systems that may be useful for this position. Applicants are also encouraged to provide a writing sample that demonstrates their ability to clearly communicate technical concepts or procedures.

[TO APPLY, CLICK HERE](#)

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