



DIRECTOR OF OPERATIONS AND COMMUNITY RELATIONS

MISSION STATEMENT

The Community Center of Northern Westchester (CCNW) seeks to improve the well-being and self-sufficiency of neighbors in need in Northern Westchester by providing food, clothing, programs, and other resources. We are committed to treating all with dignity and respect. We encourage broad involvement and participation by residents and organizations in the communities we serve.

THE ROLE

As the Director of Operations and Community Relations, you are the "engine" that keeps our mission running. You'll oversee the daily logistics of our high-impact food and clothing programs—ensuring that when neighbors need assistance with their basic needs our systems are ready to serve them. This is a hands-on leadership role that balances the oversight of physical facility and day to day operations with high-level community engagement and strategic initiatives. You will have the support of and supervisory responsibility for two staff – Office Manager and Operations Assistant.

Currently operating out of a temporary facility in Bedford Hills, CCNW is excited to be planning our move back to our expanded and renovated home in Katonah this summer.

KEY RESPONSIBILITIES

Program Operations & Logistics

- **Core Services Oversight:** Direct the daily workflow of the food market, clothing boutique and receiving of donations, ensuring dignified, efficient service for all participants.
- **Inventory & Distribution:** Manage the procurement (donations and purchases), storage, and distribution of food and clothing.
- **Seasonal Drives:** Plan and oversee seasonal programs including Prom, Moms for Moms Diaper Drive, School Supplies, Holiday Food and Share the Warmth programs.
- **Unique needs:** Spearhead partnerships with external agencies to provide individualized tailored support for their community members when appropriate.

Volunteer & Community Engagement

- **Volunteer Leadership:** Recruit, train, schedule and inspire a diverse volunteer base, ensuring every volunteer feels valued.
- **Community Relations:** Act as a key ambassador, building partnerships with local businesses, farms, other community and faith-based organizations and civic groups to increase awareness and foster active engagement in our mission.
- **Volunteer Appreciation:** Working hand in hand with the Development team, plan an annual volunteer celebration event.

Facilities & Risk Management

- **Building Oversight:** Manage the maintenance and security of our physical site.
- **Compliance:** Ensure all health, safety, and food handling regulations are followed.
- **Equipment:** Oversee repairs and upgrades for operational equipment and office tech.

Budgeting & Administration

- **Financial Planning:** Work with the Executive Director to develop and manage the annual budget for core programs (food, clothing, seasonal drives and facilities).
- **Data & Reporting:** Track program metrics for reliable access to data for outcome and impact measurement.
- **Vendor Management:** Negotiate contracts and manage relationships with all suppliers and service providers.

THE IDEAL CANDIDATE

You are a "builder" with an **entrepreneurial spirit**—someone who sees a bottleneck in the food pantry or a gap in the clothing boutique and creates creative, sustainable solutions. You are **exceptionally flexible** and thrive in a dynamic environment where you are often pulled in many directions. You don't just manage systems; you nurture a **culture of care**, ensuring every neighbor who walks through our doors feels seen and respected. You are a high-energy **collaborator** who leads with **creativity** and a deep commitment to our mission and who believes we go further together than alone.

QUALIFICATIONS

- **Entrepreneurial Mindset:** You are proactive, resourceful, and comfortable in a fast-paced environment. You treat the organization's resources with an ownership stake, always looking for ways to innovate and improve our impact.
- **Culture of Care & Compassion:** You lead with empathy. You understand that operations are about people, not just spreadsheets. You are committed to creating a dignified experience for those facing food and clothing insecurity.
- **Collaborative Leadership:**
 - An individual with strong leadership skills, including the capacity to inspire teamwork, build consensus, and motivate a wide variety of stakeholders
 - Energetic and willing to work hands-on in developing and executing a variety of organizational strategies from the day-to-day to the highly creative and unusual.
- **Tech Mastery & Data Confidence:**
 - Proficiency in MS Office Suite
 - High confidence in navigating databases and cloud-based software (e.g. Sign Up genius or inventory management tools).
 - Ability to leverage technology to streamline manual processes and improve reporting accuracy.

QUALIFICATIONS (continued)

- **Mission-Driven Experience:** 3-5 years in a management role, with a focus on operations, logistics, or program management is preferred. Experience in a community-based or "grassroots" setting is a significant plus.
- **Bilingual Skills (Preferred):** Proficiency in both **English and Spanish** is preferred. The ability to communicate effectively across our diverse community is a major asset.
- **Physical Requirements:** This is a physically active role requiring the ability to routinely stand, walk and bend, throughout the day and occasionally lift up to 40 pounds.

This is a full time exempt salaried position, and reports to the Executive Director

Schedule: Full days Tuesday through Friday and Saturday mornings.

Salary commensurate with experience - salary range \$75,000 - \$85,000

Benefits include health insurance, dental, vision and retirement plans, and paid vacation.

CCNW is an equal opportunity employer.

TO APPLY

CCNW always loves meeting caring, energetic and motivated people who strive to empower others by promoting our core values -

Caring: Compassion, humility and kindness drive our mission

Inclusive: We are open-minded and open-hearted

Resourceful: We anticipate and respond to the ever-changing needs of our community

Dependable: We believe in responsible stewardship of the resources placed in our hands

Collaborative: Helping our neighbors in need is a shared endeavor

If you are interested in joining an amazing team of dedicated, smart, caring, creative and mindful people, and want to help us in our mission to improve people's lives, we'd love to hear from you!

Please send a cover letter and resume to cmurray@communitycenternw.org

If you believe you have what it takes but don't meet every requirement above, we still encourage you to apply.

You can read more about our history and specific programs by visiting our website:

www.communitycenternw.org