



Mayor's Office of Immigrant Affairs
Organizing Operations Manager

About the Office:

The Mayor's Office of Immigrant Affairs (MOIA) promotes the well-being of immigrant communities by recommending policies and programs that facilitate successful integration of immigrant New Yorkers into the civic, economic, and cultural life of the City. MOIA is one of the lead agencies for IDNYC, New York City's successful municipal ID program, and is spearheading a number of initiatives to expand legal services for immigrant communities, in collaboration with the Human Resources Administration (HRA). The work of the Office cuts across a broad range of issues citywide and MOIA works closely with sister cities around the country to promote innovations in immigrant integration.

About the Role:

The Operations Manager will work in the Mayor's Office of Immigrant Affairs to advance outreach and community engagement, for IDNYC, the Mayor's signature municipal ID initiative and ActionNYC, the City's premiere legal services program. The City of New York seeks a strong manager for this position and a candidate with experience in community organizing in labor, employment, human rights, urban planning, immigrant/community affairs or related fields. The selected candidate will provide management and strategic oversight of the organizing team, working closely with the Mayor's Office of Immigrant Affairs, the Human Resources Administration and City Hall to reach immigration communities and neighborhoods across the City to ensure effective outreach for IDNYC, and other key initiatives and services for immigrant New Yorkers. Under the supervision of the Organizing Director at the Mayor's Office of Immigrant Affairs, the selected candidate will be expected to help create and maintain systems to strengthen operational capacity and efficiency; track data and prepare reports on the team's work; use data to guide planning and outreach strategy; build and implement campaign outreach strategies and plans; train and manage outreach organizers; and activate community engagement and awareness in targeted communities. Duties will also include, but not be limited to, the following:

- Co-manage a team of neighborhood organizers along with the Organizing Field Manager. Includes regular supervision, coordinating trainings for professional development of team, and creating and implementing clear mechanisms for field supervision and evaluation of the team;
- Data management of team's work, including setting up systems to track work of outreach team (both quantitative and qualitative);
- Develop and monitor team processes, including internal communications, external requests for outreach presence, and liaising with volunteer coordinator for volunteer coverage at events;
- Produce regular reporting of team's work;
- Develop and implement community outreach and engagement strategies and work plans for a range of initiatives, with particular focus on immigrants, in partnership with Field Manager;
- Ensure development and implementation of a robust rapid response system for presence at emergency events/forums;
- Assist Field Manager in implementing IDNYC campaigns, and training of partners on IDNYC promotion and appointment making;
- Liaise with ActionNYC team and ActionNYC Outreach technical advisor to coordinate larger outreach efforts in support of ActionNYC;

- Create and develop promotional materials for special events in conjunction with communications team and HRA;
- Educate key partners and community-based organizations on the range of city services and initiatives available to their constituents and provide training on MOIA programs and services to expand the effectiveness and reach of programs in immigrant communities;

Qualifications:

- At least 5 years of experience in advocacy and issue campaigns, and at least 2 years in a supervisory role;
- Experience managing, training, and inspiring high performing outreach staff;
- Excellent organizational skills, including strategic planning;
- Excellent communications skills, both written and verbal;
- Highly professional demeanor;
- Ability to demonstrate fundamentals of effective strategies to establish realistic objectives, maintain momentum, and evaluate progress;
- A track record of effectively handling multiple priorities;
- Proven ability to work with a diverse constituency and work productively under pressure, both as an individual and part of a team;
- High level of technical skills, including but not limited to advanced Excel, project management software and other management tools;
- High level of comfort with data-driven analysis, and skills necessary to present data and trends in a useful manner;
- Excellent critical thinking and strategic planning skills with the ability to set priorities and hold staff accountable for outcomes;
- Preferred campaign experience; and
- Preferred knowledge of and networks across New York City, particularly with immigrant and other vulnerable populations and community based organizations.

Salary: Salary range is \$58,000 - \$71,750. Commensurate with experience.

To Apply: To apply, submit cover letter, and resume to [Candidate Application](#).

New York City Residency Is Required Within 90 Days Of Appointment
The City Of New York And The Office Of The Mayor Are Equal Opportunity Employers