



Are you on board?

MANAGER OF OPERATIONS

Boston Harbor Now (BHN) is an organization committed to re-establishing Boston as one of the world's truly great coastal cities – ensuring a vibrant, welcoming and resilient Boston Harbor, waterfront, and islands that benefit everyone. This is an exciting opportunity to join a diverse team of talented individuals who work closely with public agencies, communities and private and non-profit partners.

Boston Harbor Now is looking for a Manager of Operations who will lead Boston Harbor Now's work supporting our City, State and Federal park agency partners, including managing relationships and vendor contracts for the Boston Harbor Islands National and State Park and Harborwalk. Working in collaboration with the Boston Harbor Islands Partnership and with Boston Harbor Now's staff, the Manager of Operations will support and grow our public-private partnerships to improve the parks throughout Boston Harbor and the Boston Harbor Islands and ensure a world class visitor experience. This effort will include cultivating and maintaining relationships with the Massachusetts Department of Conservation and Recreation (DCR), National Park Service (NPS) and City of Boston Parks and Recreation Department leadership and operations staff as well as with our nonprofit partners.

Organizational Overview

Boston Harbor Now envisions a vibrant, welcoming, and resilient Boston Harbor, Waterfront, and Islands for the benefit of everyone. Our mission is to ensure that these unique regional resources are accessible, inclusive, and properly adapted to the risks of climate change.



BHN focuses on **Coastal Resilience, Access, and Equity**. BHN works with public and private partners to increase people's awareness of and access to parks and public spaces on Boston Harbor through programming, communications, and engagement. The organization serves as the legislated non-profit partner of the [Boston Harbor Islands National and State Park](#) and the city's partner for the Boston Harborwalk and Moakley Park.

Current priority projects include the Stone Living Lab, focused on finding nature-based solutions to sea-level rise, and Harborwalk 2.0, a framework for improving waterfront development on Boston Harbor as well as imagining a bolder vision for the waterfront and islands. Harborwalk 2.0 goes beyond existing regulations in anticipation of building a more equitably and accessible waterfront that is prepared for the coastal impacts of climate change. Finally, BHN is focused on improving Community Engagement at Moakley Park and projects around Boston Harbor to create a more welcoming and inclusive Harbor.

For more information about Boston Harbor Now, please visit: www.bostonharbornow.org

About the Position

Reporting to the Chief Operating Officer and working closely with staff across Boston Harbor Now and our partners, our ideal candidate is a dedicated and motivated individual who is able to stay highly organized, multi-task, take initiative and build and maintain good relationships internally and externally. This position is responsible for ensuring the Boston Harbor Islands National and State Park offers a world class visitor experience. The Manager of Operations must anticipate the needs of a busy and dynamic office; expand and manage relationships with public and private partners at the operational level, manage capital and operating projects, grow and expand earned revenue opportunities, and work closely with our development team to support fundraising.

This will be a full-time 40 hours/week position with benefits. You will be required to work occasional evenings/weekends, especially during the recreation season.

Responsibilities

- Coordinating directly with partners from DCR and NPS to plan for annual Boston Harbor Islands National and State Park operations and ensure smooth daily operations throughout the season that supports positive visitor experience and helps increase visitation
- Management and oversight of Boston Harbor Islands National and State Park vendor contracts (including ferry operator, food and events concession, boat moorings and marina reservations) and operations at the Welcome Center on the Greenway, ensuring coordination with park operations staff, issue resolution, annual operating plans, and reporting to agency partners.
- Supporting the Chief Operating Officer with negotiating and updating partner agreements with park partners
- Facilitating project management, budget oversight and operations support for park projects such as infrastructure improvements
- Supporting the Chief Operating Officer and Chief Impact Officer with staffing the appropriate Boston Harbor Now Board Committee and assisting NPS with staffing the Boston Harbor Islands Partnership
- Identifying and developing new and expanded partner relationships and earned income opportunities harbor-wide

- Support the Development Team with operational support and participation in fundraising activities including grant writing and reporting
- Support our corporate and public volunteer programs on the Islands and mainland
- Serve on cross-functional teams and committees as needed
- Assume responsibility for special projects, as needed
- All other duties as assigned

Qualifications

- Bachelor's Degree preferred. Traditional and nontraditional relevant experience is appreciated
- 3-5 years of experience working at or in partnership with public agencies, park experience or equivalent preferred
- Demonstrated experience building relationships and leading and managing projects with multiple diverse public and private partners
- Experience with vendor contract management
- Demonstrated ability to lead and manage budgets, contractors and staff
- Experience managing construction projects would be an asset
- Ability and willingness to pitch ideas and help raising funds through friendraising and fundraising
- Ability to work in a fast-paced and dynamic environment on multiple projects under pressure, including the flexibility to adapt to changing priorities. Sense of humor appreciated
- Proficiency in Google Suite, Microsoft Office, Zoom and ability to learn new technologies
- Demonstrated communications skills
- Excellent organizational skills: Detail-oriented and ability to follow through
- Passion for Boston Harbor Now's mission

The ideal candidate is:

- A relationship builder and a collaborative proactive problem solver with attention to detail and follow through
- Self-motivated and able to work without close supervision
- Able to prioritize multiple tasks and establish and meet deadlines in a dynamic work environment
- Continually builds technical and professional knowledge associated with job objectives
- Committed to diversity, equity, inclusion, and belonging

We recognize that experience can be gained in various ways: lived, professional, volunteer, and other experience. We encourage Black, Indigenous, people of color, people with disabilities, and people with non-dominant gender identities who may not believe they meet all of the described qualifications but who are motivated and eager to learn to consider what they can contribute to Boston Harbor Now and apply.

Commitment to Diversity, Equity, and Inclusion

Boston Harbor Now is an intentionally diverse workplace. We are intentional about hiring, developing, and retaining diverse people at all levels. We don't just accept differences - we celebrate them, we value them, we promote them, and we thrive on them for the benefit of our employees, volunteers, supporters, partners, and community. We recognize that people bring their personal histories to work and that we make better decisions when we include a wide range of experiences and opinions. Diversity refers not only to race and gender but also to an array of human differences including: culture, ethnicity, geography, socio-economic position, ability, sexual orientation, background, perspective, and more that exist in the community and are reflected in the workforce. We value using an equity lens to manage the organization and create spaces for conversations on equity and belonging, and ongoing staff and board engagement and empowerment to redesign policies, practices, services and programs. Boston Harbor Now strongly believes that diversity plays an essential role in our mission, fostering innovation and creativity, attracting the best candidates to our team, and enhancing our ability to serve.

We are an equal opportunity and affirmative action employer.

How to Apply

To apply please send your resume/CV and cover letter to employment@bostonharbornow.org for consideration. Please use the Subject line "Manager of Park Operations and Partnerships Application (your last name)" in your email.

Benefits and Salary

The salary is \$65,000-\$72,000 and will be commensurate with experience and include a benefits package including medical, dental, life and disability insurance, flexible spending accounts, 3 week annual vacation with an opportunity to accrue more with tenure, up to 2 weeks of sick time annually and 3 personal days, as well as the option to participate in our 403(B) with a discretionary employer match.