

RICHARD VERNON
EXECUTIVE DIRECTOR

P.O. BOX 1891
NEW YORK, NY 10163



To apply, send resume and cover letter to info@showerpowernyc.org

Job Title: Operations Associate

Hours: this is a part-time position requiring a minimum of 21 hours p/week, currently spread across four weekdays.

Compensation: \$18-\$20 p/hour.

Location: this position is in-person and on-site at our service sites in Harlem and Ridgewood.

Job Summary:

The Operations Associate will be responsible for the safety and security of the guests and volunteers of Shower Power's shower program. They will be responsible for the cleanliness and good order of the shower area. They will oversee the flow of people through the shower area, maintain a welcoming atmosphere, address any inquiries or disputes, and report on the daily operations to the Program Director. This position reports to the Program Director.

Essential Job Responsibilities:

- Orient new volunteers, explain procedures, model appropriate interaction with guests
- Explain procedures and expectations to guests, enforcing as required
- De-escalate or resolve issues as they arise
- Set up shower area at the beginning of service and break it down at the end of the day
- Ensure cleanliness of shower area and other areas used by the program
- Ensure shower stalls are prepared and sanitized before each guest
- Oversee shower area volunteers and work to create a positive experience for all
- Support resource table personnel with set-up, break-down, guest sign in, distributing items, managing guest expectations, etc.
- Maintain and track inventory of essential service items, such as towels, cleaning products and equipment
- Performs other related duties as assigned.

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Required Skills/Abilities:

- Excellent interpersonal skills, including clear communication with guests and teammates
- Effectiveness in prioritizing tasks, delegating them where appropriate
- Able to provide culturally competent services and demonstrate respect for the community to be served by our program, including people experiencing unstable housing or homelessness, people who use drugs, and LGBTQIA+ individuals
- Basic to broad knowledge about working with people who use drugs; knowledge of and respect for the harm reduction model and its principals essential.
- Punctual and trustworthy
- Current NYS driver's license required
- Bilingual English/Spanish preferred
- French, Mandarin, ASL, and other languages are a plus.
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Physical Requirements:

- Must be able to lift up to 40 pounds at times
- Must be able to bend, scrub, mop, etc., for extended periods.

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