



Position Description: Office and Facilities Manager

Organizational Summary: The Emily Krzyzewski Center is a non-profit organization that serves as a college access hub in Durham, North Carolina, propelling K-12 students and graduates toward success in college through its *K to College* programs while also offering college information and advising support to any local high school student through the *Game Plan: College* program. Through broader facility partnerships, thousands of additional students and community members use the Center as a place to convene, learn, and grow. Founded by Duke Men's Basketball Coach Mike Krzyzewski and named in honor of his mother Emily, the Center's mission is to inspire students to dream big, act with character and purpose, and reach their potential as leaders in the community.

Job goal:

The Emily K Center seeks to hire an Office and Facilities Manager. Under the supervision of the Chief Operating Officer, this individual will serve a key role as the first point of contact for community members entering or contacting the Center; facilitate the upkeep and maintenance of the Center; support the Center's operations; and coordinate the work of community-based facility partners.

Experience, Training, and Qualifications:

1. Bachelor's Degree or appropriate postsecondary credential or degree
2. Excellent interpersonal, oral, and written communication skills
3. Ability to multitask in a fast-paced environment with excellent attention to detail
4. Experience with Microsoft Office (Word, Excel) required; experience with Google Suite (calendar, docs, sheets, forms), QuickBooks Online, and other database software preferred
5. Bilingual English/Spanish preferred
6. Evidence of commitment to serving students and families from diverse backgrounds effectively
7. Some lifting and other physical actions required for set-up of tables, chairs, supplies, and other medium weight objects
8. Background clearance and reference checks required

Primary Responsibility Areas:

Front Desk and Office Management: Serve as the first point of contact for walk-in traffic and phone calls. Duties include welcoming all community members to the Center and answering and directing phone calls during the day. During programming hours, the Office and Facilities Manager will manage the work of part-time Office Assistant(s). Either by directly handling these objectives or coordinating the work of Office Assistants, the Office and Facilities Manager will also be responsible for inventory management, ordering of daily and special event supplies and food, and ensuring the Center's reception, work and break rooms are organized. Because this is a position that requires contact with children, strict adherence to the Center's child safeguarding policy is required.

Maintenance Coordination: Manage relationships with third party maintenance vendors. Duties include scheduling of emergency and non-emergency repairs and inspections, proactive review and identification of maintenance needs, collecting new vendor proposals, serving as the first point of contact when repair or maintenance vendors are onsite, and keeping appropriate records of all needed and completed work and budgets.

Facility Partner Management: Manage partnerships with approximately 40 ongoing and new Facility Partner organizations and groups. Duties include fielding initial inquiries, vetting potential new partnerships, ensuring the completion of onboarding paperwork, scheduling and maintaining the calendar, coordinating set-up logistics, troubleshooting any day-of requests, and completing end of partnership assessments. This position will also serve as the primary point of contact for the Center's two summer camps which includes coordinating with camp partners, managing

registration, handling parent communication, and providing onsite support for camps, generally with the support of a camp assistant.

Operations Support: Support the Chief Operating Officer in administrative tasks such as payment processing and invoicing, employee onboarding and file management, and student technology tracking and troubleshooting. Duties will also include assisting with event support and the recruitment and supervision of non-tutoring volunteers. The most competitive candidates will have skills or experience in one or more of these areas and a willingness to learn the others.

Terms of Employment: This is a full-time, 40 hours per week, salaried position with benefits. Schedule to be set with the employee. Hours largely fall between 8:00 a.m. and 6:00 p.m. Monday-Friday with some flexibility and some Saturday and evening hours required.

Evaluation: Performance of this job will be evaluated annually.

To apply: Submit one document with your cover letter and resumé electronically to Lauren Gardner at jobs@emilyk.org with position title in subject line. Applications will be reviewed on a rolling basis with preference given to applications received by April 30th, 2020. Please note that only candidates selected for an interview will be contacted. For more information about our mission and programs, visit www.emilyk.org.