



Position Description: Director of Facilities and Operations

Organizational Summary: Quality educational experiences are essential to preparing students for the future, yet systemic barriers create pronounced disparities in educational opportunities and outcomes. The Emily Krzyzewski Center, a nonprofit organization in Durham, North Carolina, implements four distinct programs designed to build on the academic, career, and leadership potential of students who are traditionally underrepresented in higher education. Collectively, our programs serve students from elementary school through college and equip them with the skills necessary to successfully complete higher education, connect to promising careers, and become agents of change within their communities. We amplify our efforts through partnerships with our local school district, community-based organizations, and universities.

Job Goal: The Emily K Center seeks to hire a Director of Facilities and Operations (DFO). Under the supervision of the Chief Operating Officer, this individual will lead all operations functions for the Center's 36,500 sq. ft. facility and associated resources. Responsibilities include management of all third party maintenance, custodial, and IT vendors, facility safety and security, all facility scheduling and staffing, and Facility Partner Organization onboarding and management. This role will supervise three to four part-time Front Desk Assistants (FDA) as well as operations volunteers and interns, who provide support as needed.

Job Title: Director of Facilities and Operations

Key lived experiences, attributes, and skill sets sought:

- Bachelor's Degree or appropriate postsecondary credential or degree
- A minimum of five years working in nonprofit operations or related roles
- Demonstrated experience leading and managing facilities and budgets and working with third party vendors
- Experience supervising employees and volunteers
- Excellent interpersonal, oral, and written communication skills; strong customer service orientation
- Ability to multitask in a fast-paced environment with excellent attention to detail
- Experience with Microsoft Office (Word, Excel), and Google Suite (calendar, docs, sheets, forms) required. Additional experience with other building management and calendaring software preferred
- Evidence of commitment to effectively serving students and families from diverse backgrounds
- Some limited lifting and other physical actions required for setup of tables, chairs, supplies, and other medium-weight objects
- Background clearance and reference checks required

Primary Responsibility Areas:

- *Facility Management:*
The DFO will be responsible for managing and maintaining the Center's calendar and scheduling systems to ensure proper opening hours, coverage, and facility scheduling for Center programs, partner schools, and Facility Partners. This includes leading the annual major event calendar planning as well as weekly campus update communications. The DFO will ensure that all safety and security procedures are updated and implemented, including alarm systems, sign-in processes, and

emergency plans . In addition, this position will coordinate with Center staff for all special event and programming facility needs.

- *Maintenance Management:*

The DFO will manage the maintenance needs of the Center's 36,500 sq. ft. facility, including the development and implementation of a short- and long-term facility maintenance strategy. This role will manage relationships with all third party maintenance and custodial vendors. This includes scheduling emergency and non-emergency repairs and inspections, proactively reviewing and identifying maintenance needs, collecting new vendor proposals, and serving as the first point of contact when repair or maintenance vendors are onsite. The DFO will also lead the annual and long-term maintenance budgeting process and serve as the staff lead with the Facilities and Maintenance Committee.

- *Facility Partner Coordination:*

The DFO will manage partnerships with approximately 40 Facility Partner organizations and groups. This includes coordination with Immaculate Conception Catholic Church and Immaculata Catholic School, the Center's campus partners. Duties include fielding initial inquiries, vetting potential new partnerships, ensuring the completion of onboarding paperwork, scheduling and maintaining the facility calendar, coordinating set-up logistics, troubleshooting any day-of requests, and completing end-of-partnership assessments. This position will also serve as the primary coordinator with camp partners for the Center's two summer camps.

- *Resources Coordination:*

The DFO will be responsible for all onsite Center resource and inventory management including supplies, equipment, furniture, and IT resources. This person will be the primary coordinator with the Center's third party IT support provider and supply vendors. This position will supervise the FDAs to ensure that workrooms, break rooms, and other communally-accessed facility spaces are clean, organized, and well-stocked.

Terms of Employment: Full-time position with comprehensive benefits. Schedule will be set with the employee with some flexibility. Hours largely fall between 9:00 a.m. and 6:00 p.m. Monday-Friday with occasional Saturday and evening hours required. This position requires some after-hours, on-call accessibility in case of maintenance or facility emergencies. Hiring range: Upper \$60K. Preferred start date: March 2024.

Evaluation: Performance of this job will be evaluated annually.

To apply: Submit one document that includes your resumé and a cover letter outlining your qualifications and interests to the attention of Lauren Gardner at jobs@emilyk.org with the subject line "Director of Facilities and Operations." Priority application deadline is January 24, 2024. Applications will be reviewed on a rolling basis until the position is filled. For more information, visit www.emilyk.org.