



BOOKER T. WASHINGTON

COMMUNITY SERVICE CENTER

Position Title: Operations and Facilities Director

FLSA: Exempt, Full Time

Salary: \$100,000 - \$105,000 annually with full benefits

Schedule: 40 hours/week

Location: On-site, San Francisco, CA

Mission:

The Booker T. Washington Community Service Center's mission is to empower the lives of our community by offering individuals and families the services and support they need to become self-sufficient. The oldest Black-led, Black-serving organization in San Francisco, BTWCSC has been a beacon of support and light for the Fillmore/Western Addition community for over a century. We reduce economic and racial disparities by serving as a one-stop hub providing affordable housing, education, senior services, family stabilization, workforce development, and community building. BTWCSC is an anchor institution and is one of the few urban spaces where anyone in the community can access comprehensive services, from a hot meal to childcare to academic support to senior services.

Summary: Under the direct supervision of the Deputy Director, this person will play a critical role in managing the day-to-day effectiveness, program success and activities (programs, events, rentals, building projects) and financial sustainability of Booker T. Washington Community Service Center. This collaborative role will work with the BTWCSC leadership team and assist in developing and implementing systems and processes that increase the effectiveness and efficiency of the Center. This role oversees an Operations & Events Coordinator, Facilities Coordinator, Operations Liaison and multiple drivers. Security staff, janitorial and other operational contractors are under the supervision of this role and team.

Essential Duties:

- Develop and ensure appropriate metrics are in place to monitor space utilization and operational efficiencies.
- Lead and facilitate regular meetings with operational and program teams to plan for upcoming activities and events.
- Organize operational information, data, and feedback and share with the Executive Director and Deputy Director to inform critical decision-making.
- Primary point person on various cross-functional operational projects, as delegated by the executive leadership. Collaborate with executive-level management to develop performance goals and long-term operational plans.
- Maximize efficiency and productivity through extensive process analysis and interdepartmental collaboration.
- Set and monitor strategic goals for operational efficiency and increased productivity.



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- Develop and ensure BTWCSC continuity plans that are robust, monitored, and refined as our environment evolves.
- Ensure that daily security and safety operations are managed effectively with a high degree of professionalism and training.
- Analyze current operational processes and performance, recommending improvement solutions when necessary and ongoing.
- Develop, implement, and monitor day-to-day operational systems and processes that provide visibility into our key initiatives' goals, progress, and obstacles.
- Plan, monitor, and analyze key metrics for the day-to-day performance of the operations to ensure efficient and timely completion of the task.
- Uphold organization policies and standards, ensuring legislative regulations are followed.
- In partnership with the executive leadership, led the planning of BTWCSC Emergency Response Planning and Training programs and procedures. Ensure the workforce is trained and competent in responding to various emergency scenarios especially relating to the center and facilities.
- Ensure contractual compliance for lessor and lessee relationships.
- Create and manage the leased operation budget for vendors renting the gym, facilities and janitorial services.
- Work directly with the housing property management to ensure prompt repairs, resolution of tenant issues and proactive communication with residents such as leading the resident meetings.
- Oversee and manage the drivers and driving routes for program needs.
- Other tasks as assigned.

Qualifications and Skills Required:

- BA/BS degree or equivalent combination of education and experience.
- Experience supervising teams of four or more people.
- Ability to communicate effectively and professionally with agency staff, clients, volunteers, funders, partners and families served.
- Demonstrates professionalism, emotional intelligence, and integrity.
- Demonstrates ability to plan, implement, and execute. Strong applicants must have the ability to be flexible and adapt to change.
- Excellent verbal, writing, and comprehension skills.
- Ability to work with diverse and vulnerable populations.
- Competent in MS/Google Office Suite and Excel.
- Ability to pay attention to detail is critical for the position.
- Driver's License preferred

PROFESSIONAL EXPECTATIONS: In addition to responsibilities, candidates will exhibit and represent behaviors consistent with the expectations within the BTWCSC competency guidelines listed below:



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- Ability to maintain discretion and confidentiality and handle sensitive information.
- Demonstrates a desire to serve others and fulfill community needs for vulnerable populations
- Works effectively with people of different backgrounds, abilities, opinions, and perceptions.
- Builds rapport and relates well to others.
- Makes sound judgments and transfers learning from one situation to another. Exercise mature judgment and good decision-making.
- Embraces new approaches and discovers ideas to create a better member experience.
- Strives to meet or exceed goals and deliver a high-value experience for members.
- Pursues self-development that enhances job performance.
- Demonstrates an openness to change and seeks opportunities in the change process.

PHYSICAL REQUIREMENTS: Must be able to move 35 pounds safely. Must be able to remain in a stationary position during shift. Physical requirements are also typical of those needed in an office environment.

HEALTH & SAFETY: BTWCSC has implemented an organizational-wide vaccination requirement for all new staff to be fully vaccinated before their first day of work. It is critical for the safety of our participants and employees and to enhance our ability to continue to provide the vital services we offer to our participants. As part of the onboarding process, new hires must submit proof of vaccination status before their first day of employment. If you cannot get vaccinated against COVID-19 for medical or religious reasons, you can request a reasonable accommodation. An interactive meeting will be scheduled to discuss your request.

SCHEDULE:

- Monday - Friday, 9:00 am to 6:00 pm, occasional nights and weekends (Additional hours may be required for program activities include but are not limited to, BTW staff events, evening and late-night duty, and staff meetings; a calendar will be provided).

BENEFITS & COMPENSATION:

BTWCSC offers a competitive compensation package with paid time off and holidays, generous health and retirement benefits, and a salary commensurate with experience. This position is full time and exempt with an annual salary range of \$100,000 to \$105,000 plus a full benefits package, including:

- 100% employer covered excellent health, dental, and vision benefits
- Paid time off, including 15 days paid vacation, plus holidays and Center breaks/closures
- Workers compensation;
- Employee assistance program;
- Monthly wellness benefit after 90 days;
- Access to daily chef cooked meals and snacks;
- Commuter benefits;
- Life and disability insurance
- 401(k) with employer contribution
- Professional development opportunities, including conferences, seminars, webinars, and trainings



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BTWCSC is an Equal Opportunity Employer committed to hiring a diverse workforce. All openings will be filled based on qualifications without regard to race, color, sex, sexual orientation, gender identity, national origin, marital status, veteran status, disability, age, religion, or any other classification protected by law. According to the San Francisco Fair Chance Ordinance, we will consider employment qualified applicants with arrest and conviction records.

To Apply:

- People of color and candidates with lived experience are strongly encouraged to apply.
- Please submit the following:
 - Cover letter detailing your fit and qualifications for the position
 - Copy of certifications
 - Resume or CV
 - Minimum of 2-3 references including at least one recent supervisors
 - Application submission screening will be completed on a rolling basis.