



Position Title: Operations and Facilities Director

FLSA: Exempt, Full-Time

Pay Range: \$110,000 - \$120,000 annually with full benefits

Schedule: 40 hours/week | Monday - Friday, some nights and weekends

Location: 100% In-Person, on-site in San Francisco, CA

Start Date: September 23, 2024

Mission: [Booker T. Washington Community Service Center \(BTWCSC\)](#) is one of the Bay Area's oldest Black-led, Black-serving nonprofit organizations with a century of service to San Francisco. A beacon of Black joy and self-determination, we have nurtured over five generations of Black San Franciscans. We stand embedded as an anchor institution, fostering intergenerational bonds and working in solidarity with allied communities to reform and reimagine a more inclusive San Francisco. We prioritize serving the Black community and we welcome all from cultures and ages 0-99 who walk through our door. We are 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: BTWCSC seeks a highly-reliable, collaborative, professional and results-driven **Operations and Facilities Director** to help our dynamic, multi-service organization meet its ambitious short-term and long-term operational targets while sustaining its growth. The Operations and Facilities Director will be a part of the BTWCSC Leadership, responsible for managing a team and a 72,000 square foot mixed-use building consisting of a community center, a gymnasium, childcare facility, garden, community programs space, music studio, administrative offices, and 50 units of service-enriched permanent affordable housing, for low-income families, seniors and youth transitioning from foster care and homelessness.

Under the direct supervision of the Executive Director, this person will also play a critical role in managing the day-to-day operational 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, efficiency, safety and security of the Center. This role oversees a full team, including an Operations & Events Coordinator, Facilities Coordinator, Operations Liaison and multiple drivers. Space rentals, Security staff, janitorial, maintenance and other operational contractors are under the supervision of this role and team.

Essential Duties:

- Ensure that BTWCSC is a safe, clean, welcoming, and inclusive place to live, learn, work and play.
- Support and work directly with BTWCSC Executive Director to develop budgets, capital budgets, operational reviews, expense reports, inventory reports and other related reports necessary to manage and improve Center performance.
- Manage the Operations Team and support their day to day, programmatic and personnel needs.
- Work collaboratively with (5) BTWCSC Program Departments (Housing, Kindergarten-Transitional Aged

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Youth, Food Justice, Senior Wellness, and Community Wellness and Family Stabilization) to to direct space utilization, operational efficiencies, productivity and interdepartmental collaboration.

- Lead Janitorial and Maintenance team to ensure the health, safety and cleanliness of Center
- Oversee capital improvements and space redesign projects to optimize Center productivity and utilization.
- Lead and facilitate regular meetings with operational and program teams to plan for upcoming trainings, program activities and events.
- Organize operational information, data, and feedback and share with the Executive Director and Leadership Team to inform critical decision-making.
- Serve as 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.
- Set and monitor strategic goals for operational efficiency and increased productivity. Develop and ensure BTWCSC strategic and 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 Center Operations to ensure efficient and timely completion of the task.
- Uphold organization policies, standards and compliance, ensuring legislative as well as local, state, federal regulations are being followed.
- Lead 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.
- Develop revenue and operation strategy for BTWCSC rentals. Create and manage the leased operation budget for vendors renting the gym, facilities and janitorial services.
- Work directly with the John Burton/John Stewart Company housing property management to ensure prompt repairs, resolution of tenant issues and proactive communication with residents, such as leading resident meetings.
- Oversee and manage BTW Drivers and driving routes for program needs and vehicle maintenance.
- Other tasks as assigned.

Qualifications and Skills Required:

- 5-10 years of experience in business operations as Head of Operation, Sr. Operations Manager role or similar role, preferably in non profit or social services related industries
- MBA or Business Management equivalent degree preferred
- Ability to build and maintain relationships with other organizations, vendors, businesses and

government agencies

- Ability to maintain and manage budgets
- Ability to manage staff and contribute to strategic hiring decisions
- Deep understanding of social and racial issues and committed to championing causes that serve low-income and communities of color; direct experience in working with vulnerable and diverse populations
- Demonstrated excellence in organizational and systems planning and implementation
- Demonstrated interpersonal skills including flexibility and the ability to listen, negotiate and collaborate with various stakeholders
- Proactive, organized, independent, motivated and detailed oriented manager
- Experience in successful people management and acute soft skills
- Ability to work independently and be both creative and strategic when confronted with complex and multifaceted opportunities and challenges
- A positive attitude, compassion, and strong team-oriented work ethic
- Ability to communicate effectively and professionally with agency staff, clients, volunteers, funders, partners and families served
- Demonstrates a high degree of 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
- Position requires ability to drive and a valid CA driver's license
- Google Suite, MS Excel and software proficiency required

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

- 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, some 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 \$110,000 to \$120,000 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 seasonal breaks/closures
- Workers compensation
- Employee Assistance Program
- Monthly wellness benefit after 90 days
- Access to daily hot meals and snacks
- Commuter benefits after 90 days
- Free parking space in garage
- Life and disability insurance
- 401K match plan (4% company contribution, 1% employee contribution required)
- Professional development opportunities, including conferences, seminars, webinars, and trainings

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
 - Applicants must pass a full background check and LiveScan