



Operations and Facilities Manager

Job Description

Title: Operations and Facilities Manager

Reports to: Chief Operating Officer

FLSA Status: Exempt

Salary: \$55,000/Annual Salary

Job Type: Full Time

Location: North County Business Office

Direct Reports: Client Support Facilitator, Facilities Administrator

Summary: With supervision from the Chief Operating Officer (COO), manages the design, planning, and implementation for the operating infrastructure across CCS sites. Ensures internal systems support all contract mandates, including the development, implementation, and training of policies and procedures, in partnership with the leadership team. Serves as key point-person in coordinating the maintenance of CCS sites, including vendor procurement and management, supervises the Facilities Administrator, and provides project coordination for facilities improvements. With guidance from the Chief Financial Officer and COO, manages IT, network services, and VOIP. Lead for coordination of inventory and all equipment moves. Provides administrative oversight and supervision of the Client Support Facilitator at the Pacific Beach location and provides back-up front desk support when needed.

Essential Functions:

- Develops and recommends strategic facility management objectives.
- Assist in preparation for external monitoring reviews and audits and participate as needed.
- Manage, supervise, and implement logistics associated with agency vendor relations, including but not limited to, janitorial services, office supply vendors, IT/network, repairs & maintenance, VOIP system, and security.
- Create and maintain a vendor database.
- Establish and document proactive maintenance schedule across all CCS sites; coordinate or complete and document service with site leads.
- Hire, train, and supervise the Client Support Facilitator and Facilities Administrator, as well as any volunteers supporting these positions.
- Coordinate and maintain CCS' safety programs in accordance with Cal/OSHA guidelines. Support CCS safety and security protocols, including inventory of keys, fobs, and site access control.
- Coordinate site meetings, all staff meetings, and Sunshine Committee activities, including electronic invitations.
- Coordinate purchase, movement, and maintenance of computers, laptops, and printers, and ensure all inventory processes are followed with associated labels and records accurately documented.
- Coordinate with fiscal team to ensure accurate and prompt completion of various documents and processes.
- In partnership with leadership, coordinate document/file management, including retention, retrieval, storage, and shredding, in accordance with data security and retention practices.
- Coordinate, oversee, and manage capital projects and the operating budgets to include required documentation.

- Other duties as assigned.



Job Requirements:

Education:

- High School Diploma (GED Equivalent) and/or equivalent experience combination

Experience:

- Minimum of two years of project management oversight or services coordination
- Minimum of three years of management experience/supervisory experience
- Minimum of two years supporting IT/network and facilities maintenance services

Preferred Skills:

- Bilingual/Multilingual fluency of one or more languages (written and oral)
- Experience in a nonprofit or crisis services work environment

Core Competencies:

- Excellent written and oral communication skills
- Computer proficiency with Microsoft Office Suite applications
- Organized and detail oriented with the ability to effectively multi-task, prioritize, and meet deadlines
- Ability to maintain a proactive approach and execute all duties in their entirety
- Proactively adapt to always changing requirements and duties
- Maintain confidentiality and professionalism at all times
- Ability to collaborate and communicate with staff and vendors in a collegial and productive manner

Working Environment:

This job operates in a professional office environment and a communal housing facility. Working conditions may include possible exposure to communicable diseases related to those typically found in communal housing. This position is classified as critical and essential under Public Health Authority. Must maintain personal cell phone for work-related purposes. Ability to work in intimate partner violence, sexual assault, and stalking fields.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to stand; walk; use hands to finger, handle or feel; and reach with hands and arms. Must be able to lift and carry up to 50 pounds.

Travel:

Some travel may be required (up to approximately 60% mostly within San Diego County). Must have reliable transportation available for work-related purposes, a valid California driver's license, and proof of automobile insurance.

Work Hours

The employee must be available during Agency working hours of 8:30 a.m. to 5:30 p.m. and must work 40 hours each week to maintain full-time status. Early morning, evening, and weekend work may be required as job duties regularly demand.

To Apply: Please submit a resume and cover letter to Cori Austin at CAustin@ccssd.org