Position: Manager of Operations
Position Type: Full time, exempt
Pay Range: $47,500-$52,500 annually, based on qualifications and experience.
Benefits include: PTO, Health Insurance, Dental Insurance, Life Insurance, Short term disability, Long term disability, and 403 (k).
Reports to: VP of Finance and Administration

General Description:
The Manager of Operations works with the VP of Finance and Administration along with service providers to ensure the smooth operation of The Center’s physical plant and IT systems. This position ensures the facility is fully operational; schedules and supervises maintenance repair work; ensures compliance with city, state and federal safety regulations; coordinates building security; and maintains ongoing communication with contractors and staff. The manager will create and manage an IT plan while providing basic user support; managing onboarding new users; coordinating IT vendor to ensure IT systems are secure and running smoothly; assist in routine administrative IT tasks such as maintaining IT hardware and software license schedule, ordering and assisting in hardware set up.

Duties and Responsibilities:

Facilities Management
- Oversee annual maintenance contracts, including HVAC systems, alarm systems, elevator; work with vendors to ensure regular maintenance occurs on schedule and emergency situations are addressed; document annual maintenance contracts and update operations manual for future planning purposes
- Manage office equipment maintenance and annual maintenance contracts
- Oversee janitorial staff person to ensure that Center and parking lot is regularly cleaned and well maintained.
- Work with Front Desk manager to ensure that Center calendar is updated with regular events and meetings and that room reservations operate accurately, and rooms are set up as needed
- Manage facility rentals, ensuring that community members renting spaces at The Center have access to the facilities, follow Center policies, have the correct room set-up, and that rooms are cleaned and ready for the next group
- Ensure that supplies are ordered as needed and storage areas are neatly maintained, using well maintained organization system

IT Management
- Implementing IT policies and best practices for smooth operation of Center IT systems
- Work with IT provider to run regular checks on network and data security, ensuring that all network systems are regularly updated and functioning properly
- Provide coaching, training and troubleshooting for Center employees as computer issues arise
• Procure, set up, inventory and decommission hardware (e.g. laptops, monitors, telephones, printers, copies, meeting room audio-visual equipment)
• Oversee timeframes for IT projects including system updates, upgrades, migrations and outages
• Ensure that the Center VOIP phone system is up to date and functioning, troubleshooting when necessary

Qualifications:
• High-school degree or equivalent (commensurate professional experience will also be considered.
• At least 1-2 years of facility management experience
• At least 1-2 years of IT networking experience in Windows environment and strong working knowledge of Office 365; core Microsoft Office suite products including Teams.
• Excellent organizational abilities, judgement, delegation and time management skills
• Strong attention to detail and follow-through
• Bilingual/Spanish speaking preferred
• Ability to communicate, both orally and in writing, in positive, professional manner
• Collaborative work style
• A desire to contribute to The Center’s mission to serve the LGBTQ community
• Strong organizational abilities, judgement, delegation, and time management skills
• Experience working in nonprofit environment.

Working Conditions:
• Occasional evening and weekend work required. Work in a loud, fast paced and continually evolving professional environment.
• May work in outside areas.
• Occasional lifting up to 35 lbs. with reasonable accommodations. Occasional climbing of ladders.
• Frequent giving, receiving and analyzing of information. Frequent talking, writing, walking, standing, bending and stooping.
• Frequent use of computers and standard office equipment.
• Expected to work extended hours as needed.
• Must be available to work Denver PrideFest on the fourth weekend of every June.

Disclaimer:
This is not necessarily an exhaustive list of all responsibilities, duties, requirements or working conditions. While this is intended to be an accurate reflection of the current position, leadership reserves the right to revise the job or to require additional or different tasks be performed as assigned.

How to Apply: Please send a cover letter, summarizing your skill sets and desire to work at the Center along with your resume to vlong@lgbtqcolorado.org.

Closing Date: September 8, 2021

For information on The Center on Colfax, visit our website at www.lgbtqcolorado.org.

The Center on Colfax is an equal opportunity employer, and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability status, protected veteran status or any other characteristic protected by law. The Center that believes in developing and supporting a diverse workforce.