



Facilities Operations Manager

Terms of Employment:

- Salary range of \$40,000- \$50,000 a year.
- 37.5 hr. per week with scheduled hours daytime, evening, weekend approved by the Director of Facilities and Visitor Services.
- Eligible for benefits after 90-day review period including vacation and medical PTO, health benefits, retirement benefits, etc.

Job description, at time of employment*:

**This job description will be reviewed as your work and experience at the Durham Arts Council evolves. Any changes/additions to the job description will be communicated in writing, and will be created in consultation with you.*

Onsite Coordination

- Works onsite Mondays, Wednesdays-Saturdays 11:00am-7:00pm with flexibility based on events and programs scheduled at DAC.
- Assist with tours, meetings, and client events.
- Onsite during rental client events when Rental's Coordinator cannot attend.
- Receive and respond to initial email/phone inquiries for facility rentals confirming availability in Civic Req and passing on viable leads to Rentals Coordinator.
- Respond to current and potential client/grantee emails and phone calls.
- Manage Civic Req calendar to make sure tech times and rental times are correct.
- Communicate with various DAC departments to make sure the ecosystem of programs (classes, rentals, gallery installations, etc.) exists cohesively.
- Process contract payments, additional invoices.
- Work with the Rentals Coordinator to revamp marketing of facilities rentals and collaborate with the Development and Communications department to launch these initiatives to ensure brand cohesiveness.
- Make sure all additional tech hours are invoiced to clients.
- Processes facility department check requests.
- Manage the schedule of facility maintenance staff around building utilization including adjusting based on client changes to ensure the building is properly staffed for rental/class set ups, etc.
- Other duties as assigned.

DESIRED QUALIFICATIONS

- A positive attitude, detailed oriented, sense of humor
- 3 – 5 years' building operation manager and customer service experience
- Proficiency with Microsoft Office (Word, Outlook, Excel, and PowerPoint)
- Experience working with a non-profit organization preferred
- Strong communication and interpersonal skills
- Strong problem solving and time management skills
- Enjoy working with a team of other committed and passionate staff members.
- Demonstrate the ability to perform job duties with a high degree of initiative and professionalism; demonstrated sound judgment, and patience.
- Ability to be flexible and pivot according to what's needed