



Job Description

Position:	Director of Facilities and Operations
Reports to:	President & CEO
Status:	Exempt
Hours:	Full-Time / Maximum of 40 hours per week
Hours of Operations:	Mon-Fri 8am-5pm

Organizational Description. North Lawndale Employment Network is a comprehensive workforce development agency on Chicago's West Side dedicated to advancing the economic outcomes of the community's residents through innovative employment initiatives, including our social enterprises. In August 2021, North Lawndale Employment Network transitioned to a new campus which features a premier community café for residents and stakeholders.

Our Mission. To improve the earning potential of the North Lawndale community through innovative employment initiatives that lead to economic advancement and an improved quality of life for residents.

Opportunity. We are seeking a Director of Facilities and Operations to oversee the day-to-day administrative and operational functions of the Organization and provide both strategic and tactical leadership to the functional areas of Operations. The Director of Facilities and Operations will also be responsible for providing mentoring, guidance, supervision, and professional development to direct leadership staff.

Responsibilities:

- Assist the CEO to ensure achievement of NLEN's mission and vision by overseeing support functions of the organization, focused on best practices in the areas of Operations.
- Participates in the hiring and training of departmental managers.
- Organizes and oversees the work and schedules of departmental managers.
- Conducts performance evaluations that are timely and constructive.
- Handles discipline and termination of employees as needed and in accordance with company policy.
- Supervise and support IT Department and Senior Concierge Event Space Coordinator
- Overseeing operations for the organization relating to:
 - Information Technology (IT)
 - Concierge and Building Administration
 - Social Enterprises
 - Real Estate / Event Space
 - External Vendor contracts:
 - Campus Maintenance and Capital Improvement Planning
 - Security and safety



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- Designing and implementing business operations.
- Establishing policies that promote company culture and vision.
- Providing governance and management of operations and services.
- Evaluate performance by analyzing and interpreting data and metrics.
- Manage relationships with partners/vendors.
- Write and submit reports to the CEO in all matters of importance.
- Monitoring the safety and cleanliness of interior and exterior areas, such as offices, conference rooms, parking lots and outdoor recreation spaces.
- Establishing the routine maintenance of the facilities and overseeing repairs as needed.
- Scheduling routine inspections and emergency repairs with outside vendors.
- Ensuring proper security measures for the workplace, including collaborating with security system vendors or a team of security professionals.
- Maintaining day-to-day operations of facilities, such as delegating maintenance orders.
- Creating reports on maintenance, repairs, safety and other occurrences for supervisors and other relevant staff.
- Preparing facilities for changing weather conditions.
- Establishes quantitative and qualitative metrics, guidelines, and standards by which the company's efficiency and effectiveness can be evaluated; identifies opportunities for improvement.
- Reviews, analyzes, and evaluates business procedures.
- Implements policies and procedures that will improve day-to-day operations.
- Oversees manufacturing, purchasing, and sales departments, ensuring each is reaching goals set by departmental and company leadership.
- Plans, directs, controls, implements, evaluates, monitors, and forecasts budgets and cost of sales to achieve financial objectives.
- Communicates and explains new directives, policies, or procedures to managers; for major changes, meets with entire operations staff to explain changes, answer questions, and maintain morale.
- Leads coordination and integration of efforts among operations and technology to produce smoother workflow and more cost-effective business processes.
- Projects a positive image of the organization to employees, customers, industry, and community.
- Performs other related duties as assigned

Qualifications

- Master's degree in Business Administration; Bachelor's degree in Facilities Management,
- 3 or more years of non-profit management experience in an operational environment
- 3 or more years management or supervisory experience
- Demonstrable competency in strategic planning and business development
- Superior managerial and diplomacy skills.



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- Demonstrated initiative to identify and solve problems creatively and effectively, prioritizing the needs of the organization
- Working knowledge of data analysis and performance/operation metrics
- Demonstrated business acumen and budget management experience.
- Demonstrated commitment to the values of diversity and inclusion.
- Exceptional written, oral, interpersonal, and presentation skills and the ability to effectively interface with senior management and board of directors
- Excellent organizational skills and attention to detail.
- Aptitude in decision-making and problem-solving
- Superior project management skills
- Understanding of all facets of business
- Strong public speaking ability
- Knowledge of IT/business infrastructure
- Proficient in Microsoft office Suite software applications (MS Word, Excel) preferred.
- Detail oriented.