



Facilities Manager

Background:

The HOPE Program is a leader among New York City job training providers, upskilling adult jobseekers (ages 18 - 70) for a broad range of sectors, including a focus on green construction, maintenance, infrastructure and related careers. We work with individuals facing deep structural barriers to employment, including histories with the criminal legal system, current and/or past homelessness, substance abuse disorders, low educational attainment and more. Our comprehensive approach includes classroom training, industry-recognized certifications, digital literacy and access, financial literacy and access, mental health support, case management, paid job training, and our signature "HOPE for Life" approach, which provides a vital community of support throughout the lives of HOPE graduates' careers. With measurable outcomes among the strongest in the industry, HOPE's impact sits at the intersection of COVID-19 recovery, racial justice, and building a more equitable future for New York City. [Our work is best described in the words of our graduates, such as Enrique.](#)

Position:

The HOPE Program is seeking a Facilities Manager who will support both the Brooklyn and Bronx locations. This is a full-time position which will report to the Chief Financial & Operating Officer. They will supervise 4 operations staff and help manage relations with our outsourced IT services vendor.

Responsibilities:

Facilities

- Spearhead a number of renovation/upgrading initiatives with the goal of greening the office environment including recycling, composting, significantly reducing or getting rid of single use plastic
- Coordinate all maintenance and repairs; track maintenance issues and ensure a swift response
- Manage access to buildings by creating and constantly updating a list of key holders, access codes; responsible for ensuring proper access level is in place during staff transitions
- Manage all custodial operations
- Ensure proper operation of HVAC/heating systems
- Serve as liaison for vendors and building management
- Maintain a catalog of leases including office space, copier, etc.

Operations

- Develop procedures for emergency evacuation and conduct periodic staff trainings; ensure organization is in compliance with all fire safety regulations
- Ensure organization wide compliance with health and safety laws, as well as federal and state workplace regulations
- Oversee organizational insurance policies; ensure they are current and provide sufficient coverage levels; handle all COI requests
- Manage inventory of program construction materials, clothing closets, and other supplies
- Setup and maintain a process for scheduling of classrooms, conference rooms, and other common areas
- Maintain office and classroom layout and ensure new staff is setup properly with necessary furniture and equipment prior to their start date
- Coordinate vehicle maintenance

Technology

- Oversee the strategic procurement and maintenance of technology equipment in partnership with the outsourced technology service provider
- Maintain an up-to-date equipment inventory; ensure all equipment is properly tagged
- Triage technology issues and coordinate proper response
- Other duties as assigned

Minimum Qualifications

- Minimum of a Bachelor's Degree
- 3+ years in operations, real estate management, and/or construction project management
- Strong computer and administrative capabilities
- Demonstrated leadership ability and an effective communicator
- Excellent interpersonal, presentation and facilitation skills
- A keen eye for detail and impeccable time, project management, and organizational skills
- Flexibility, grace under pressure, ability to make strong rational decisions, and a good sense of humor

Salary/Benefits: Salary is dependent upon experience. HOPE provides a full package of benefits including: healthcare and dental insurance; retirement plan; competitive vacation (plus 1/2 day Fridays during summer which is equal to 7.5 additional vacation days); and 12 paid holidays.

Interested Candidates: Email cover letter, indicating what position you are applying for and where you saw listing, and resume to hr@thehopeprogram.org. Resumes unaccompanied by a cover letter will not be reviewed. No telephone calls, please.

The HOPE Program is an equal opportunity employer.

www.thehopeprogram.org