



TITLE: Operations Manager
STATUS: FT Exempt (Professional Staff), Annual Salary \$55,000 to \$63,000 doq
SUPERVISOR: General Manager, Barry Family Campus

SUMMARY: This position works directly with the General Manager (GM) to ensure thoughtful planning and execution of daily operations and special events at the Barry Family Campus (BFC). This position is directly responsible for all aspects related to scheduling and managing the Room Reservation system and overseeing the Welcome Desk. In the event that the General Manager is not present, the Operations Manager assumes the role of Assistant General Manager on campus and will be the point person in any emergency situation.

Key Responsibilities and Duties:

- **Oversee/Manage Room Reservation & Rental Procedures:**
 - Serve as primary contact for internal tenants and external renter clients regarding room reservations, event setups, and space rental.
 - Provide tours of spaces for outside rentals.
 - Coordinate details of events, staffing, setups, and details with housekeeping to ensure events run smoothly.
 - Prepare, present, and track event contracts and payments including invoicing and collection and reimbursement of accounts. Prepare monthly reports for GM as required.
 - Assist in coordination of additional security officers for high-security events by tenants or renters and ensure payment by tenants or renters for extra security as appropriate.
- **Oversee Welcome Desk Supervisor (Campus Services) at Main Entrance to BFC,**
 - Work with Campus Service Supervisor in the setup, implementation, and evaluation of policies and procedures for Welcome Desk operations.
 - Communicate adequate and pertinent information to Campus Service Supervisor in order to ensure excellent level of customer service.
 - Fill in for Welcome Desk staff as needed for staff breaks, or in the event of staff absence as needed.
- **Communicate concerns or problems to appropriate BFC or tenant staff.**
- **Act as second-in-command for GM related to campus security, maintenance, housekeeping, and other needs.**
- **Oversee and provide back up for facilities manager.**
- **Other duties and tasks as assigned.**

QUALIFICATIONS/REQUIREMENTS:

- 4-years' equivalent experience in facilities management
- 3-5 years managing/supervising staff
- Excellent written and oral communication skills
- Excellent customer service skills
- Proficiency with MS Office, Internet, and database applications and use of general office equipment
- General accounting and budget tracking skills
- Ability to multitask and meet deadlines
- Previous experience managing rentals, catering, and/or events desirable

Please send resume and cover letter to Lisa Michalik at lmichalik@jewishminneapolis.org