The Boston Foundation believes that one of the great strengths of the Greater Boston community is the rich diversity of its residents in race, religion, national origin, ethnicity, sex, sexual orientation, gender identity, genetic information, age and physical abilities. The Foundation seeks to enhance and support that diversity, not only by its grant making, but also by adopting and implementing employment policies and practices designed to recognize and respond to such diversity.

The Boston Foundation is an Equal Opportunity Employer. We encourage applications from people with diverse backgrounds and experience.

**All applications should be submitted online. Go to**<https://www.tbf.org/who-we-are/careers>**and select “Manager of Operations & Facilities” to complete our online application process.**

**Job Description**

**Title:** Manager of Operations & Facilities

**Department:** Office of the President

**Reports To:** Senior Director of Events, Operations and Facilities

**FLSA Classification:** Exempt **FTE:** 1

**Supervises:** Office Operations Coordinator

**Hybrid Schedule (subject to change):** 3 days a week in the office, the remaining two days are remote. Some evenings and early mornings, as needed.

**Position Budgeted:** $75,000.00 to $80,000.00

**Position Summary:**

The Manager of Facilities Operations is responsible for overseeing the day-to-day maintenance and functionality of all facilities and equipment. This role leads facilities-related and office improvement projects, ensuring smooth operations and high-quality standards across the organization. Acting as the primary liaison with building management and facility vendors, the Manager cultivates and maintains key relationships to support ongoing needs. Additionally, the Manager collaborates closely with the Senior Director and the Manager of Events to uphold consistent operational standards, particularly in support of activities at the Edgerley Center for Civic Leadership.

**Essential Functions:**

* Collaborate closely with the Senior Director and Manager of Events to align team goals and ensure operational needs are met;
* Supervise the Office Operations Coordinator, providing direction and support for day-to-day activities;
* Oversee the reception area to ensure all guests and partner organizations receive a welcoming and professional experience;
* Develop and maintain relationships with all facility-related vendors to ensure the Foundation receives the best possible customer service;
* Partner with Events team and Senior Director to update and enforce usage policies for the Edgerley Center;
* Provide logistical and technical support for events, ensuring a consistent and high-quality experience;
* Oversee the inventory process for all kitchens, workrooms, and general office supplies;
* Research and manage vendor contracts for office supplies, coffee services, and related materials;
* Collaborate with the Senior Director to manage the departmental budget for equipment, furniture, supplies, and service contracts;
* Partner with the Finance team to ensure timely and accurate invoice processing;
* Manages staff processing of monthly credit card reconciliations for Events, Operations and Facilities Department;
* Manage all facility-related vendors to ensure high-quality service and value for the Foundation;
* Maintain and improve the physical workspace, including coordinating deep cleans, paint touch-ups, and equipment upgrades;
* Lead office improvement projects from procurement to installation, minimizing disruption to operations;
* Procure and maintain office furniture and equipment;
* Ensure all facilities-related insurance documents are accurate and up to date for internal and external use;
* Monitor and manage service contracts and renewals to secure optimal pricing and performance;
* Work closely with building contacts (e.g., security, engineering, management, and parking office) to address ongoing needs;
* Coordinate fire safety protocols, train floor marshals, and provide regular updates;
* Serve as liaison to IT for meetings and events held in the Edgerley Center;
* Support the maintenance and upgrades of AV systems in all conference rooms;
* Partner with IT and HR to support employee use of office space and hoteling software (e.g., Robin);
* Collaborate on the development of user-friendly guides for AV/tech systems in conference and event spaces; and
* Coordinate periodic testing and training for AV/tech systems with IT.

*Other Duties and Responsibilities:*

* Represent the department on cross-functional Foundation working groups;
* Assist in onboarding new hires by orienting them to the office space and operational procedures; and
* Individual assigned to this position may perform other duties as assigned.

**Qualifications**

*Preparation, Knowledge, Previous Experience:*

* Minimum 5 years of experience in office management; and
* High School diploma and equivalent experience in related field; college degree preferred.

*Skills, Abilities, Competencies:*

* Ability to become proficient in proprietary office systems applications and hardware (i.e. Prism/Building Engines, Brivo);
* Demonstrated ability to supervise and motivate staff;
* Ability to communicate clearly and concisely to a diverse range of people;
* Experience in formatting and preparing financial and other formal reports or documents (i.e. Excel, Concur/SAP, Questica);
* Excellent proofreading and editing skills;
* Excellent verbal and written communication skills;
* Excellent organizational skills;
* Demonstrated experience in office management;
* A can-do and will-do attitude (i.e. no task is too high-level nor too basic);
* Ability to anticipate the office management needs of the Foundation and departments;
* Ability to take the initiative,
* Ability to work under the pressure of tight deadlines;
* Ability to handle and maintain highly confidential information and matters;;
* Skilled at making decisions and manage and organize own workload;
* Participative work style; ability to give and receive feedback; and
* Mature interpersonal style, ability to interact well with a diverse range of people.

**Working Conditions & Physical Demands:**

* Ability to work at workstation for long periods of time;
* Ability to work remotely and on-site as required;
* Ability to use a computer keyboard for extended periods of time;
* Ability to lift 25 pounds; and
* Ability to stand for extended periods.

*The content is intended to describe the general nature and level of work being performed by persons assigned to this job. It is not intended to constitute an exhaustive list of all responsibilities and duties required.*

*External and internal applicants, as well as position incumbents, who are or become disabled as defined under the Americans with Disabilities Act or applicable state law, must be able to perform the essential functions of the job (including those listed above) either with or without reasonable accommodation. Reasonable accommodation, if any, will be determined by management in consultation with the employee on a case-by-case basis.*

*This job description is intended to be general and may be revised from time to time. At management’s discretion, the employee may be assigned different or additional duties from time to time.*

*9/2025*