



TAHOE TRUCKEE COMMUNITY FOUNDATION

FACILITY OPERATIONS MANAGER

Position Title: Facility Operations Manager

Department: Operations

Job Level: Manager

Reports To: Chief Operating Officer

Primary Location: TTCF Main Office

Class: Non-exempt, Full Time 40 Hours per week

About Tahoe Truckee Community Foundation: The Tahoe Truckee Community Foundation (TTCF) is a local, philanthropic, community-based organization in Truckee, California. Our mission is to bring together trusted partners to align strategies and inspire philanthropy to nurture a resilient community and environment.

1. POSITION OVERVIEW

ROLE SUMMARY: Our team is seeking a highly-organized professional to serve in the role of Facility Operations Manager. As a key member of the Foundation's operations team, this position provides day-to-day administrative support and facility management for TTCF's office and gathering space which will soon relocate to the Truckee Artist Lofts in downtown Truckee. Reporting directly to the Chief Operating Officer, the manager interacts regularly with board members, staff, and community stakeholders. The ideal candidate is detail-oriented, self-motivated, and approaches relationship building and communication with a courteous, customer service-oriented approach. They are focused on providing operational consistency and excellence for walk-in visitors and invited guests alike.

2. ROLES & RESPONSIBILITIES

ROLE OVERVIEW: TTCF's Facility Operations Manager will lend their exceptional organizational skills in service to ensuring an accessible, professional and welcoming office environment and gathering space is maintained and Foundation operations function efficiently. As a collaborative member of the Operations team, this individual provides a high level of responsiveness to a broad range of community stakeholders and staff collaborators on a daily basis. It is the manager's charge to ensure the operations of the business run smoothly daily, from start to finish.

EXPECTATIONS FOR THE MANAGER-LEVEL ROLE: Manages and coordinates the activities and administration of a designated program within the organization and assures the programs, implementation, and activities are carried out in line with the organization's objectives, motives, and goals. Plans and develops methods and procedures for implementing the program and exercises control over personnel responsible for specific function or phase of program.

Focus Area Allocations:

Administrative & Logistics Support (30% of time)

- Digitization & Move-In Logistics: Collaborate and facilitate move-in plans with existing staff, including record digitization, storage facility management, and onsite material organization in preparation for the move to the new home at Truckee Artist Lofts.
- Calendar Management: Maintain and manage multiple calendars of the organization, including in-person and virtual calendar events.
- Financial Functions Support: Assist with daily finance functions, including receiving and processing incoming mail, cash receipts, coding, and deposits.
- CRM Administration & Reporting: Assist with data-entry and updates in CRM records; generate CRM-based reporting as requested.

Operations & Facilities Management (40% of time)

Facility & Operations Optimized:

- Serve as the first point of contact for office visitors, answer office telephone, and direct callers to appropriate resources.
- Responsible for the overall physical excellence of TTCF offices located at the Truckee Artist Lofts, ensuring a clean and safe environment compliant with laws and providing a warm, welcoming atmosphere throughout business hours.
- Create and maintain Standard Operating Procedures (SOPs) for office functions.
- Maintain the organization of supplies and printed materials.

- Maintain the event space, shared resources/office space, and technology.
- Support project management efforts related to the physical improvement or ongoing build-out of physical office space and programming.
- Manage service requests and vendor relationships that support the regular requirements of the office environment.

Internal Technology Support :

- Serve as the point of contact for internal tech support to TTCF Staff.
- Maintain inventory and provisioning of technology hardware and assets.
- Process renewals and team access to software and technologies.
- Work as an active member of the Operations team to implement and manage cybersecurity protocols to ensure safety of TTCF's data and privacy.

Project & Event Management Support (30% of time)

- Space & Asset Reservation Management: Manage booking and scheduling of staff and community partner reservations for shared office event space, as well as physical and technology assets.
- Foundation Meeting & Event Support: Support and project manage Foundation meetings, regularly scheduled and special events, workshops, and donor activities, encompassing planning, logistics and hospitality, set-up and breakdown and virtual supports.
- Training Leadership: Serve as the staff lead for ongoing training of staff and booking event partners in standard event protocols and space utilization standards.
- Create and maintain Standard Operating Procedures (SOPs) for event management protocols.

Other Responsibilities *This job description is not intended to contain a comprehensive listing of all activities, duties, or responsibilities required of the employee. Duties, responsibilities, and activities may change at any time with or without notice.*

3. QUALIFICATIONS & COMPETENCIES

CANDIDATE PROFILE: All candidates with the right mix of life experience and hard skills will be considered. Experience in or basic knowledge of the non-profit sector is required.

- **Professional Experience:** A minimum of 3–5 years work experience and a high school level education is preferred.
- **Cultural Competency:** Comfortable working in diverse settings and groups. Bilingual candidates are encouraged to apply.

- **Core Competencies:** Strong organizational and communication skills, high attention to detail, self-motivated initiative, and customer-service orientation with a courteous and professional approach.
- **Work Environment & Adaptability:** Full-time, non-exempt position (40 hours/week) with a requirement to work in-person, based in the office.
- **Technical Skills:** Competency in computer programs including Microsoft Office or Google Suite, CRM system data entry and reporting, virtual meeting platforms, and basic internal technology support.
- **Organizational Alignment:** Commitment to TTCF's mission of bringing together trusted partners to align strategies and inspire philanthropy to nurture a resilient community and environment.

4. WHAT WE OFFER

COMPENSATION & CULTURE: The salary hiring range for this position is \$70,000-\$75,000 based on experience.

In addition, TTCF is proud to offer the following:

- **Inclusive Work Culture:** A mission-driven, inclusive environment focused on both individual and collective success.
- **Professional Growth:** Opportunities for professional development to help you reach your career goals and advance the mission and impact of TTCF.
- **Compensation & Benefits:** Medical, dental and vision, 401k, PTO and 10 paid annual holidays.
- **Workplace Perks:** Technology Stipend, Employee Assistance Program (EAP), paid volunteer time

5. APPLICATION INFORMATION

SUBMISSION PROCEDURES:

To apply, send (1) professional statement of values (2) resume to jobs@ttcf.net. Please indicate the Job Title "Facility Operations Manager" in your subject line.

TTCF is committed to creating a diverse environment and is proud to be an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, or veteran status.