

## **Facilities Coordinator**

### **Position Summary**

The Facilities Coordinator serves as the first point of contact for visitors, clients, and staff, ensuring a welcoming environment that reflects the organization's mission. This role manages front desk reception, provides administrative support, and coordinates facilities operations to maintain a safe, efficient, and hospitable workplace.

### **Key Responsibilities**

#### **Front Desk / Reception**

- Greet and assist visitors, clients, and volunteers in a professional and welcoming manner
- Share program details and guide visitors to the right location and/or staff member
- Allow entry only to visitors, clients, and volunteers with an appointment, and issue a lanyard
- Answer, screen, and route phone calls and emails
- Manage incoming and outgoing mail, deliveries, and packages
- Maintain visitor logs and ensure adherence to security and confidentiality protocols
- Assist partners and partner organizations when they utilize our indoor /outdoor space as needed
- Maintain a clean and clearly defined waiting area

#### **Administrative Support**

- Provide general administrative support to staff and programs as needed, with previous authorization from supervisor
- Support event logistics (room reservations, catering, setup/cleanup) when needed and possible
- Manage incoming and outgoing mail, deliveries, and packages

#### **Facilities Coordination**

- Monitor facility condition and report repairs, maintenance, and safety compliance
- Track and report facility issues; follow up to ensure resolution
- Support workplace safety procedures, including emergency drills and compliance with health and safety policies
- Organize the outdoor parking lot and indoor spaces for classes and events as needed
- Follow the Security Check Protocol (SCP) before and after shifts: check doors and lock or unlock them as needed, clear evacuation routes, activate or deactivate the alarm system if necessary, turn devices on or off, adjust thermostats, and complete all other tasks specified in the SCP
- Support the Facilities team by covering shifts as needed, depending on availability
- Cleaning assistance if needed

### **Qualifications**

- High school diploma or equivalent required; associate's or bachelor's degree preferred.
- 2+ years of experience in office administration, reception, or facilities coordination (non-profit experience a plus).
- Strong communication and interpersonal skills, with the ability to work with diverse populations
- Fluent verbal and written skills in English and Spanish
- Authorization to work in the United States
- Excellent organizational and multitasking skills; attention to detail.
- Advanced knowledge of Microsoft Office Suite.
- Ability to handle confidential information with discretion.
- Problem-solving mindset and ability to work independently and as part of a team.

### **Working Conditions**

- Part-time, on-site position, 21 hours per week
- Requires regular interaction with staff, clients, volunteers, and vendors.

- May occasionally require lifting up to 25 lbs and supporting after-hours events.