



## ROLE DESCRIPTION

<b>Position Title:</b> Family Success Center Operations & Facilities Manager	
<b>Reports To:</b> Senior Director of Community Impact	
<b>Salary Range:</b> \$58,200 – 62,000 (based on experience)	
<b>Location:</b> 1520 Verde Drive, Colorado Springs 80910	<b>Division:</b> Family Success Center
<b>Classification:</b> Full-Time; Non-Exempt	<b>Supervises:</b> FSC Administrative Assistants

## PIKES PEAK UNITED WAY MISSION STATEMENT

To enhance youth success and family stability in the Pikes Peak Region by leading and lifting the most vulnerable in our community with mentorship, life resources and real job opportunities. Our signature programs and partner agencies intently focus on connecting youth and their families to resources at the beginning of their life journey to ensure access to fundamental needs of food, shelter and learning resources for all. #StrongerTogether

### POSITION SUMMARY

The Operations & Facilities Manager is responsible for the daily operations, coordination, and overall functionality of the Family Success Center (FSC). This manager ensures the center operates efficiently, provides a welcoming and inclusive environment, and supports both internal programs and external partners. This position plays a critical role in team leadership, facility management, and relationship-building, serving as the primary operational point of contact for staff, partners, and community members.

### ESSENTIAL FUNCTIONS

- Supervise and support administrative staff, including scheduling, coverage, and performance expectations.
- Serve as primary point of contact for organizations utilizing the FSC.
- Manage front desk as the welcome center for the building.

- Oversee and manage shared spaces (kitchen, meeting rooms, and common areas), including maintenance, utilization, and the management of the event and rental calendar for the FSC.
- Ensure compliance with health, safety, and fire regulations, to include all inspections.
- Identify opportunities to improve efficiency and space utilization at the FSC.
- Understand EmpowOR database software and how PPUW staff and partners interface with the program.
- Maintain contracts and work with vendors/Harrison School District 2 for: IT Support, Copier/Printer, Janitorial, HVAC, and landscaping.
- Maintain and order office supplies.
- Work with Building Engineer to ensure rooms are neat and materials are ready prior to meetings/events.
- Provide administrative support to the entire FSC team with day-to-day tasks as well as special projects.
- Submit and coordinate maintenance requests/needs with District 2 Facilities Director and Building Engineer.
- Ability to thrive in a dynamic, strategic, fast-paced environment with focus and adaptability; vigorous drive, and enthusiasm to contribute to a positive work environment.
- Perform additional duties as assigned.

## **JOB QUALIFICATIONS**

- Bachelor's degree in Business Administration, Operations Management, Hospitality or related field preferred; OR equivalent professional training and experience.
- Bilingual (English/Spanish) strongly preferred.
- 3-5 years of experience in facility management, operations or a related leadership role.
- Experience supervising staff in a fast-paced environment.
- Demonstrated ability to manage multiple priorities and solve problems effectively.
- Effective public speaking skills.
- Professional demeanor and appearance.
- Experience managing a community center, event space, or multi-use facility.
- Experience working with diverse communities and populations.
- Must be able to verify identity and eligibility to work in the United States in accordance with federal law.

## **CORE COMPETENCIES FOR ALL UNITED WAY PROFESSIONALS:**

- **Mission Focused** – top priority is to create real social change that leads to better lives and healthier communities.
- **Relationship Oriented** – understands that people come before process and is astute in cultivating and managing relationships toward a common goal.
- **Collaborator** – understands the roles and contributions of all sectors of the community and can mobilize resources (financial and human) through meaningful engagement.
- **Results-Driven** – dedicated to shared and measurable goals for the common good; creating, resourcing, scaling, and leveraging strategies and innovations for broad investment and impact.
- **Brand Steward** – understands his/her role in growing and protecting the reputation and results of the greater network.

## **ENVIRONMENTAL FACTORS:**

- Business office environment; professional attire expected.
- Position requires prolonged sitting and/or standing, regular computer and telephone use, and occasional lifting up to 50 pounds.
- Frequent public contact and travel to meetings and community events are expected.
- Position requires responsible access to confidential and protected client information.
- Reliable transportation, valid driver's license, and verifiable automobile insurance are required.
- Occasional evening and weekend hours may be required.

This posting is not intended to be an exhaustive list of all duties, responsibilities or qualifications associated with the position.

Pikes Peak United Way is dedicated to the principles of equal employment opportunity. It is the policy of Pikes Peak United Way to staff positions with the best-qualified people regardless of age, race, sex, color, religion, national origin, disability, genetic information or any other applicable status protected by federal, state or local law.

***Please submit cover letter and resume to [adavis@ppunitedway.org](mailto:adavis@ppunitedway.org) by May 28<sup>th</sup>, 2026.***