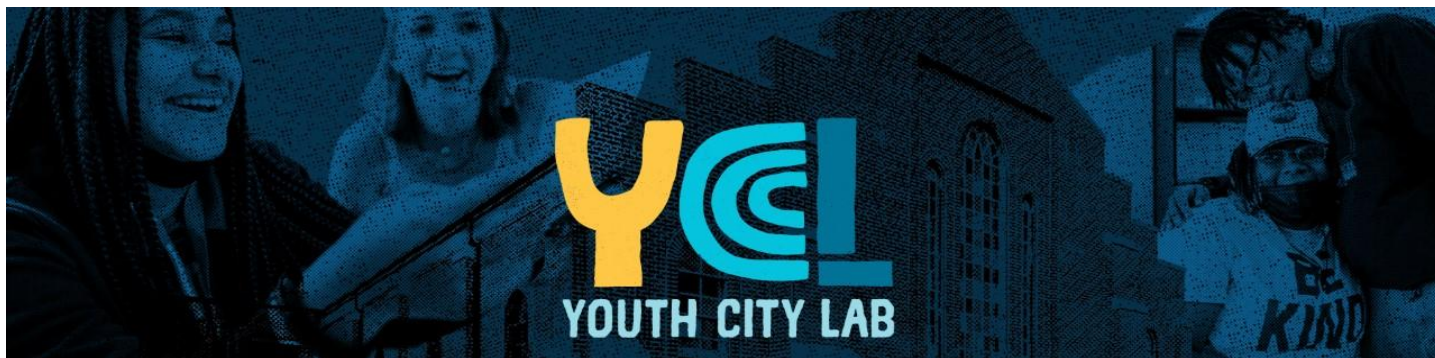




YOUTH CITY LAB BUILDING OPERATION MANAGER

Job Description

Reports To: Executive Director, Front Yard Bikes
YCL Advisory Committee

Organization Membership

- YCL Advisory Committee
- YCL Advisory Board

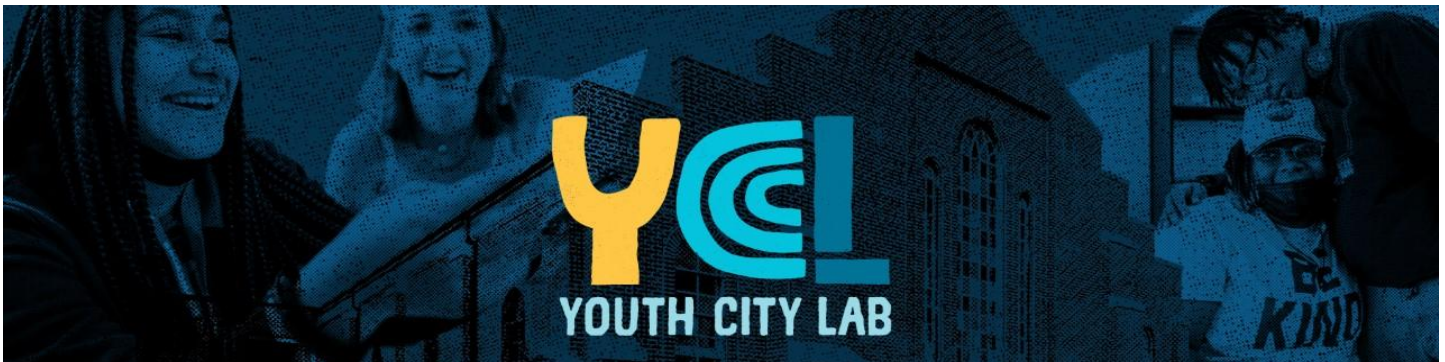
OVERVIEW

Youth City Lab represents years of vision, collaboration, investment, and commitment from multiple organizations and community partners. The Youth City Lab Operations Manager serves as a steward for this investment by caring not only for the physical facility but also for the people who use it each day. Success in this role requires balancing operational excellence with relationship-building, ensuring the building remains a place where young people feel welcomed, valued, inspired, and empowered to learn, create, and grow.

The Building Operation Manager is responsible for the overall daily operation, stewardship, and coordination of Youth City Lab, ensuring the facility remains a safe, welcoming, organized, and vibrant environment for youth, staff, agency partners, volunteers, and community members. This position provides leadership for all building operations by coordinating facility use, supporting partner organizations, overseeing volunteers, maintaining shared spaces and supplies, ensuring building security, and responding proactively to the day-to-day needs of the center.

The Building Operation Manager serves as the primary point of accountability for the facility and works collaboratively with Youth City Lab partners to ensure the building reflects the shared values, expectations, and vision established by the organizations that brought this community asset to life. This role requires a hands-on leader who is willing to step in wherever needed, communicate effectively with diverse stakeholders, solve problems proactively, and foster a culture of respect, ownership, and excellence throughout the building.

This position plays a vital role in preserving the long-term sustainability of Youth City Lab while advancing its mission as a dynamic shared space where organizations collaborate, innovative programs are developed, and youth are equipped with the



opportunities, experiences, and support needed to become successful, engaged members of the community.

ESSENTIAL FUNCTIONS/SCOPE OF RESPONSIBILITIES

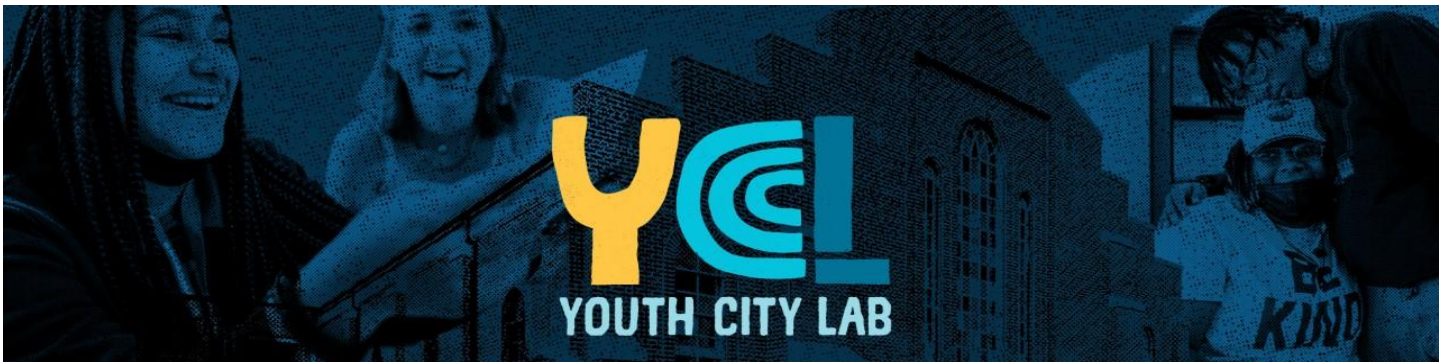
The Building Operations Manager is responsible for the day-to-day leadership, coordination, and stewardship of Youth City Lab. Exercise sound judgment and take ownership of all aspects of building operations, recognizing that the Building Operation Manager serves as the primary steward of Youth City Lab and is ultimately responsible for ensuring the facility remains safe, functional, welcoming, and mission-focused. Essential responsibilities include, but are not limited to, the following focus areas:

Standard Operating Procedures & Partner Accountability

- Develop, document, and maintain Standard Operating Procedures (SOPs) for building operations with support from Youth City Lab partner agencies, with final approval by the Youth City Lab Coalition.
 - The SOP will clearly define opening and closing
 - Expectations for rooms before and after use.
 - Process for cleaning restrooms, shared spaces
 - Defines process for monitoring all building systems, equipment, and shared spaces to ensure they operate efficiently and meet established standards for safety, cleanliness, and functionality.
- Quarterly review and update SOPs with YCL partners to reflect changes in building operations, safety requirements, industry best practices, and applicable local, state, and federal regulations.
- Monitor YCL partner agency compliance with approved SOPs and facility expectations while providing coaching, communication, and follow-up to ensure consistent adherence to established standards.
- Foster collaborative relationships with partner agencies while holding all building users accountable for maintaining the integrity, safety, and shared expectations of Youth City Lab.

Facility Operations & Building Stewardship

- Oversee, coordinate, and triage facility maintenance, repairs, and preventative maintenance activities to ensure the building remains safe, functional, and ensuring timely resolution.
- Define process for tracking maintenance requests and repair tickets, coordinating repairs, monitoring completion timelines, and managing vendor performance with FYB's Executive Director.



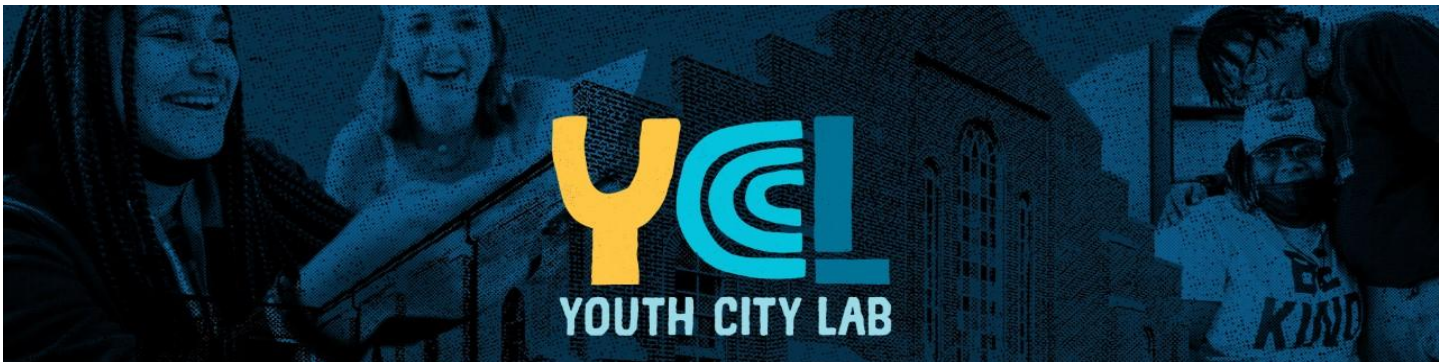
- Maintaining accurate records that support compliance, budgeting, and long-term facility planning
- Coordinate the work of custodial, security, landscaping, and other contracted service providers to ensure the building and surrounding grounds consistently reflect the high standards of Youth City Lab.
- Ensure all building systems, technology, equipment, and operational processes function together effectively to support a safe, efficient, and productive environment for youth, staff, partners, volunteers, and visitors.
- Collaborate with FYB Executive Director to manage building vendor contracts and cultivate positive, professional relationships with service providers, contractors, and suppliers to ensure timely, high-quality, and cost-effective services.
- Demonstrate strong business acumen by communicating professionally with vendors and partners, maintaining transparency regarding project status, contract performance, and relationship management.
- Provide proactive leadership for the daily operation of Youth City Lab, ensuring the facility remains safe, clean, secure, fully functional, and prepared to support all scheduled activities.

Safety, Compliance & Emergency Preparedness

- Develop, coordinate, and implement emergency preparedness plans, safety procedures, and building response protocols.
- Develop, maintain, and coordinate with YCL Partners a comprehensive emergency response procedures, ensuring staff, partner agencies, volunteers, and building users understand their roles and responsibilities during emergencies.
- Ensure compliance with all applicable building codes, safety regulations, insurance requirements, and organizational policies.
- Coordinate routine inspections to document potential risks, and implement corrective actions to maintain a safe environment for all building occupants.

Scheduling, Administration & Resource Management

- Coordinate and manage the building calendar to maximize facility usage while ensuring scheduling conflicts are resolved efficiently and equitably.
- Maintain accurate operational records, usage reports, incident documentation, inventory records (Shared materials only), and other data necessary to support building operations and long-term planning.



- Manage the building's operating budget for supplies and routine expenses, following established financial procedures and procurement processes, including the Front Yard Bikes (FYB) purchasing process.
- Monitor inventory levels in common areas, restrooms, and shared spaces remain appropriately stocked with necessary supplies.

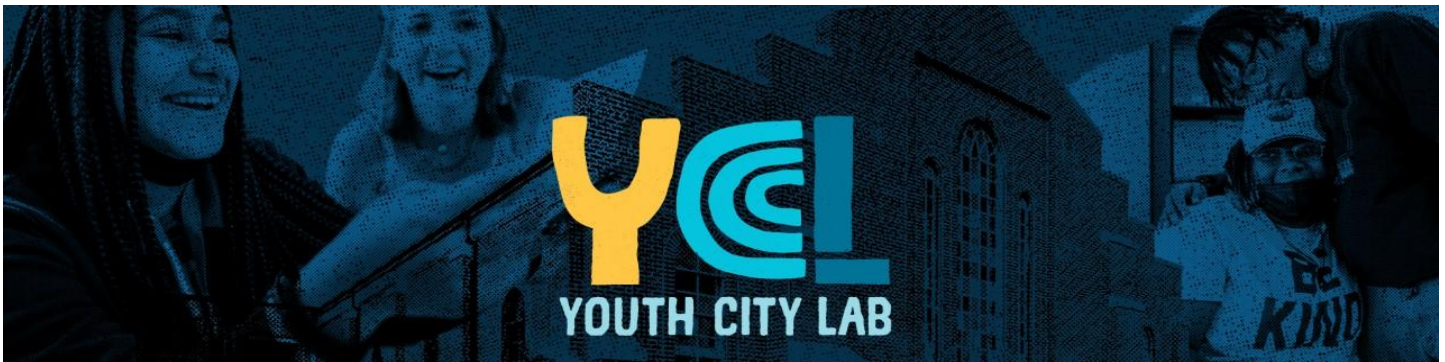
Communication & Guest Experience

- Serve as the primary on-site representative and ambassador for Youth City Lab by welcoming visitors, volunteers, community leaders, funders, elected officials, and partner organizations with professionalism and exceptional customer service.
- Manage the Youth City Lab business cell phone and respond promptly to calls, messages, emergencies, and operational inquiries.
- Maintain consistent communication with coalition members, partner agencies, vendors, and organizational leadership regarding facility operations, ongoing projects, maintenance updates, and emerging concerns.
- Build positive working relationships with all stakeholders while promoting a culture of collaboration, accountability, respect, and shared ownership of Youth City Lab.
- Lead, inspire, and coordinate partner organizations, and contracted service providers to create a collaborative, mission-driven environment focused on operational excellence and exceptional service.
- Serve as the operational leader of Youth City Lab by anticipating challenges, coordinating solutions, and ensuring all aspects of the facility operate smoothly and efficiently.
- Exercise sound judgment and decisive leadership, taking ownership of building operations and ensuring responsibilities are completed regardless of who performs the work.

OTHER JOB DUTIES

In addition to the essential functions of this position, the Building Operation Manager is expected to:

- Demonstrate flexibility by responding to changing organizational priorities and operational needs while maintaining a positive, solutions-oriented approach.
- Provide leadership and support for special projects, events, meetings, and initiatives that advance the mission and goals of Youth City Lab.
- Assist with the development, implementation, and continuous improvement of organizational policies, procedures, and operational best practices.



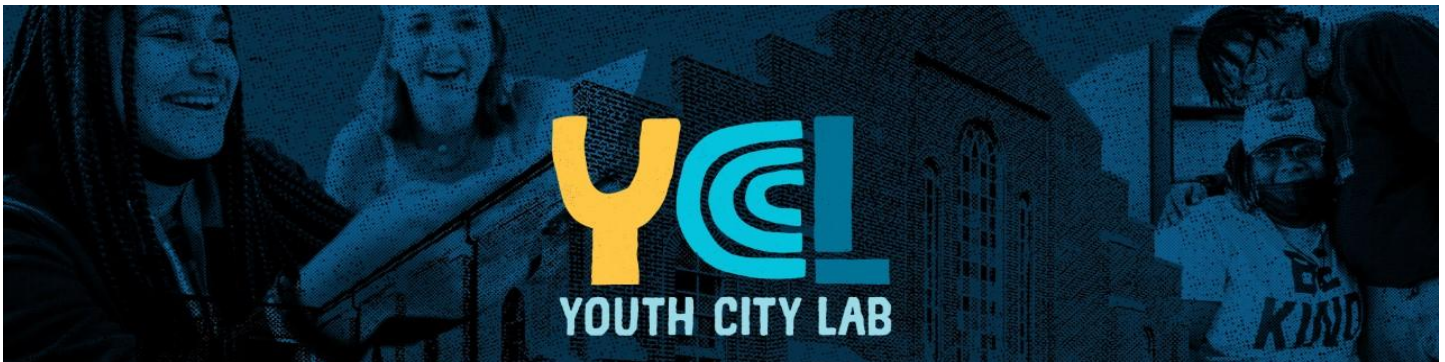
- Prepare, review, and proofread correspondence, reports, communications, and other documents as needed to support building operations and coalition activities.
- Foster positive working relationships with youth, families, community members, volunteers, partner organizations, and visitors by providing professional, courteous, and responsive customer service.
- Lead by example by promoting a culture of accountability, teamwork, respect, stewardship, and continuous improvement throughout the facility.
- Be willing to step into operational gaps and assist with responsibilities outside the normal scope of the position when necessary to ensure the safe, efficient, and successful operation of Youth City Lab.
- Perform other duties and responsibilities as assigned by the Executive Director or designated supervisor in support of the mission, vision, and strategic goals of Youth City Lab.

JOB QUALIFICATIONS

The ideal candidate is a proactive, service-minded leader who enjoys working with people, takes ownership of responsibilities, and believes in creating safe, welcoming spaces where young people can learn, grow, and thrive. This individual demonstrates sound judgment, strong organizational skills, and a commitment to excellence while serving as a steward of one of the community's most important shared assets. Success in this role requires balancing operational excellence with relationship-building, accountability, and a genuine passion for advancing the mission of Youth City Lab.

Preferred Education & Experience

- Associate's or Bachelor's degree in Business Administration, Facilities Management, Operations Management, Construction Management, Public Administration, Nonprofit Management, or a related field is preferred, but **not required**.
- A minimum of **2-3 years of progressively responsible experience** managing building operations, facilities, office operations, or a similar position with comparable responsibilities is required.
- An equivalent combination of education, professional experience, military service, or technical training that demonstrates the knowledge, skills, and abilities necessary to perform the essential functions of the position will be considered.
- Demonstrated experience coordinating vendors, contractors, maintenance projects, and building operations.



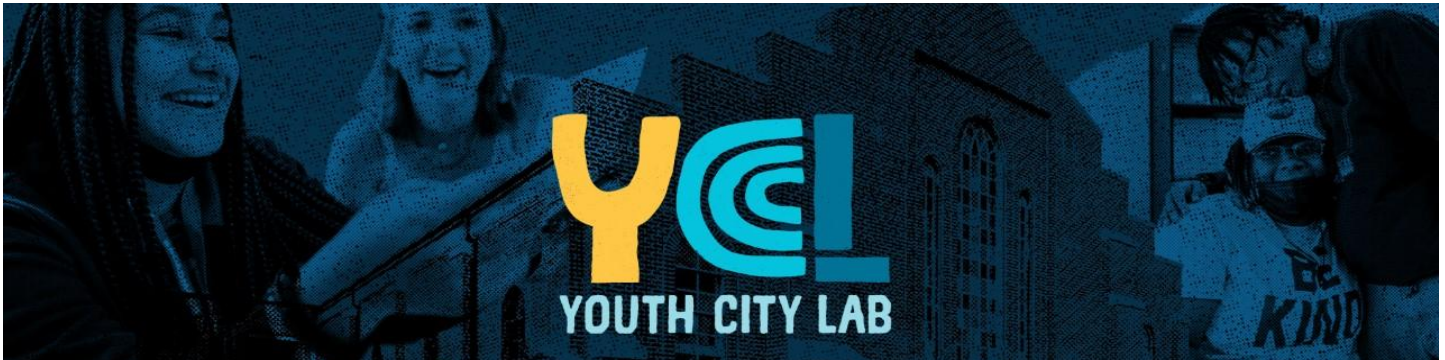
- Experience managing multiple priorities, projects, and professional relationships while working independently with minimal supervision.
- Experience working in a nonprofit, educational, municipal, community center, recreation, or youth-serving environment is preferred.

Knowledge, Skills & Abilities

- Strong administrative, organizational, and computer skills, including proficiency with Microsoft Office and the ability to learn and implement new technology platforms and facility management systems.
- Experience developing, implementing, and maintaining Standard Operating Procedures (SOPs) and administrative systems.
- Ability to identify, evaluate, and implement technology and operational tools that improve building management, communication, scheduling, and efficiency.
- Strong written, verbal, and interpersonal communication skills with the ability to interact professionally with youth, families, partner organizations, vendors, volunteers, community leaders, and elected officials.
- Excellent customer service and relationship-building skills with the ability to represent Youth City Lab in a positive and professional manner.
- Knowledge of budgeting, inventory control, purchasing, and procurement processes, with the ability to responsibly manage operational resources and expenditures.
- Ability to answer and manage multiple communication channels, including business phone, email, and other electronic communication systems.
- Ability to work independently, demonstrate initiative, manage time effectively, and maintain accurate records, schedules, and timekeeping requirements.
- Ability to remain calm, exercise sound judgment, and make effective decisions in fast-paced, high-pressure, or emergency situations.
- Demonstrated ability to identify potential problems before they become larger operational issues and proactively implement appropriate solutions.

Work Schedule & Physical Requirements

- This is a **full-time, non-exempt position** that generally requires a minimum of **40 hours per week**, with additional hours as needed to support facility operations, special events, emergencies, and organizational priorities.
- Regular office hours will be established; however, flexibility is required to accommodate evening and weekend activities, partner events, emergency situations, and building needs.
- Must be dependable, self-directed, trustworthy, and able to successfully manage responsibilities with limited supervision.



- Must maintain accurate daily time records in accordance with organizational policies and procedures.
- Must be available to respond to building-related emergencies or urgent operational issues outside of normal business hours, when necessary.
- Must possess the physical ability to routinely walk the entire facility, climb stairs, inspect indoor and outdoor spaces, lift and move routine operational supplies, and remain on their feet for extended periods throughout the workday.
- Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions of the position.

Compensation & Benefits

This is a full-time, non-exempt position that is regularly scheduled to work 40 hours per week. Occasional evening and weekend hours may be required to support scheduled programs, special events, facility needs, or emergency situations.

The position offers a salary range of **\$50,000 - \$55,000** annually, commensurate with qualifications and experience. Youth City Lab offers a benefits package, including, paid holidays, and paid time off, in accordance with organizational policies.

Interested candidates should submit a resume and statement of work to info@youthcitylab.org by August 7th, 2026.