Administrative Services Manager

Position Reports To: Executive Director
Status: Full-Time Employee

Purpose: The Administrative Services Manager (ASM) is the lead staff person for daily operations, facility management, and space rental. The ASM will build strong relationships with staff, renters, and vendors.

The ASM is instrumental in the ongoing care of the building and daily operations - ensuring that Union Project continues to run smoothly and serve the community.

Primary Duties and Responsibilities:

Facility Management and Daily Operations (Lead Manager)
- Open building at 9:00 am and close building at 5:00 pm according to procedures.
- Open, sort, and distribute mail.
- Act as an ambassador at the Welcome Desk by welcoming visitors in person, signing them in, and directing them throughout the building.
- Act as main emergency contact for facility related issues, i.e. problems with alarm, safety, tech, etc. Report and file Incident Reports.
- Manage all tenant relationships by acting as the main point of contact, overseeing and updating contracts, responding to maintenance and other tenant concerns, and receiving and processing monthly rent.
- Manage all vendor relationships by acting as the main point of contact, reviewing vendor contracts, scheduling service calls, reconciling discrepancies, and receiving and processing payments for invoices. Vendor list includes: Insurance, healthcare, benefits, utilities, tech (internet, phone, fax machine & printers), roof and HVAC (air conditioning & boiler service), snow removal and lawn maintenance, garbage and recycling pick-up, fire alarm, security, elevator, water cooler, pest control, repair and maintenance, and kitchen equipment.
- Order all supplies (facilities, office, custodial, program).
- Manage interior/exterior repairs, renovations, and capital improvement projects. This will include working with the Executive Director and Facilities Committee to create project scopes and timelines, receiving bids and proposals, managing contracts, and overseeing contractors.
- Supervise and support the success of Union Project’s Custodian.
- Maintain all vendor and contractor files in an organized manner.
- Manage data intake and entry for facility and vendor data.

Organizational Human Resources (Lead Manager)
- Onboard all new hires and obtain/maintain all necessary documentation.
- Submit payroll twice monthly.
- Maintain personnel files including benefits.
- In collaboration with the Executive Director, the Inclusion Committee, the Board of Directors, and the Director of Engagement, support the development and care of an inclusive and equitable workplace.

**Space Rental [Lead Manager]**
- Field inquiries via email, phone, and in person; schedule and conduct tours with prospective renters.
- Serve as the primary contact to guide renters through the space rental process [completing the space rental agreement and booking process, arranging follow-up communications, scheduling the events and staffing, communicating all expectations to ensure total compliance with Union Project’s rules and regulations, and collecting follow up surveys].
- Manage all financial aspects of space rental, including invoicing, collecting payments, securing liquor liability insurance as needed, refunding cleaning deposits, following up on past due accounts, maintaining accurate space rental revenue records and projections.
- Manage and update all internal calendars.
- Communicate details and provide paperwork for rentals and events to on-duty staff.
- Build and manage a diverse and inclusive Steward Team including recruiting, hiring, supervising, training, and scheduling UP’s event staff and volunteers to act as ambassadors at the Welcome Desk during hours of operations, after hours and weekends for classes, rentals, and events.
- Create monthly staffing schedule that coordinates with public, private, and internal events.
- Cover shifts for UP Stewards as needed.
- Ensure that facility is properly cleaned, prepared, and equipped for all rentals, including coordinating set up and clean up with UP Stewards and Custodian; maintain, purchase, and keep inventory of all rental equipment; document and report all facility damage.
- Manage data intake and entry for space rental [reenter and event data].

**Communications and Marketing [Assist]**
- Support marketing efforts as needed. This will include sending the weekly schedule email.

**Development [Assist]**
- Support individual donor cultivation and grant writing efforts as needed. This may include gathering data, writing content for proposals, and occasionally taking the lead on grants or reports focused on facility improvements.

**Other**
- Support volunteer management as needed for facility and space rental.
- Attend staff meetings as needed, and assume all other related duties as assigned by the Executive Director.
Qualifications, requirements, and skills:

- At least three years’ experience in a customer relationship role.
- Excellent community building skills, ability to cultivate relationships, cultural competency, and experience promoting inclusion and engaging diverse communities.
- Commitment to serving the community.
- Self-motivated and collaborative. Ability to work both independently and closely with others - both UP staff and members of the public - to achieve greater organizational success.
- Understanding of non-profit organizational management.
- Strong skills in both written and verbal communication, organization, program management, problem-solving, and delegation. Competent knowledge of Microsoft Office Word and Excel.
- Ability to learn database programs for program and client data.
- Flexible schedule with ability to work occasional weekday evenings and weekends (As needed for programs and committee meetings).
- Access to a vehicle is not required but is preferable.

To apply, interested parties should email the following to info@unionproject.org:

- Resume
- Cover letter defining your interest in the position and your goals
- Three references

Review of applications will begin immediately and continue until position is filled.

Diversity Statement

It is important to Union Project’s mission that our programs and events are fully inclusive, and that our team is representative of the communities we work within. We strongly encourage people from underrepresented populations to apply.

It is the Union Project’s intent to provide equal opportunity for all persons. It is the Union Project's policy that all qualified applicants for employment will be recruited, hired, and assigned on the basis of merit without regard to race, creed, color, sex, gender identity, sexual orientation, age, national origin, or disability. UP employment policies and diversity plan have been, and will continue, to ensure that all qualified individuals are treated equally with no discrimination in compensation, opportunities for advancement (including promotions and transfers), training and discipline based on race, creed, color, sex, sexual orientation, age, national origin, or disability.

About Union Project: Union Project is a non-profit organization that uses the arts to bridge gaps between communities.

Located in a historic building at the intersection of diverse neighborhoods, we enrich lives and strengthen the stability of Pittsburgh’s neighborhoods and residents. Since 2001, Union Project has empowered community members and leveraged the arts to create positive social change.
In FY17, Union Project will provide 18,000 experiences through community offerings, ranging from arts classes for people of all ages and skill levels, to professional development services for artists, to events that bring us all together.

To curate community programming, Union Project cultivates partnerships with artists, small businesses, nonprofits, and individuals – resulting in diverse and enriching public programming, and building community wealth together.

We value community, inclusivity, art and artists, collaboration, and joy. We envision a future where through the arts, everyone is able to transform their lives and communities.