Job Opportunity: Facilities Experience Manager

The **Greater Milwaukee Foundation** is how Milwaukee works together. For over a century, we have helped generous people give back to the community. Together with donors and partners throughout the region, the Foundation invests in the potential of people and places, supports community-grown solutions and strives to end the systemic racism that holds our region back. Through the power of transformative philanthropy and social change, we are focused on shaping a future where everyone thrives – ***a Milwaukee for all***.

You can make a difference, as we are seeking a Facilities Experience Manager! The Facilities Experience Manager manages workplace operations and facilities services and is responsible for developing, implementing, and evaluating processes, vendor relationships, space-use practices, and service standards that support organizational effectiveness and the employee and guest experience. The position exercises independent judgment in addressing operational needs, allocating resources, resolving service issues, and recommending improvements to workplace operations within delegated authority.

Essential Duties & Responsibilities:

- Manages workplace operations and facilities services to support efficient, safe, reliable, and welcoming office operations.
- Exercises independent judgment and discretion in evaluating and resolving workplace operations, facilities, vendor, space-utilization, and service-delivery issues; determines appropriate courses of action within established organizational objectives, policies, and delegated authority, and escalates matters involving significant organizational, financial, safety, or contractual risk.
- Develops, recommends, implements, and periodically evaluates workplace operations procedures, service standards, and administrative processes to improve efficiency, safety, service quality, and organizational effectiveness.
- Develops and administers assigned facilities and workplace operating budgets; analyzes expenditures, forecasts operational needs, identifies cost-saving opportunities, and recommends allocation of organizational resources. Approves expenditures within delegated budget authority of up to $500 per purchase.
- Evaluates vendor performance; identifies service requirements; solicits and evaluates proposals; recommends vendor selection; participates in negotiating service terms within delegated authority; and recommends renewal, modification, or termination of vendor relationships.
- Administers vendor contracts and service agreements, monitors performance and compliance, resolves service concerns, and informs the Director of IT and Facilities of significant contractual, budgetary, safety, or operational risks.
- Leads office-space utilization and conference-space operations, establishes service expectations for external guests, and resolves escalated space, scheduling, setup, and service issues.
- Plans and manages the Foundation's conference-space and external-guest event program, including establishing space-use policies and priorities, approving or declining space requests within delegated authority, selecting and coordinating event vendors, and evaluating program effectiveness.
- Oversee common areas, office equipment, workplace supplies, and related resources by establishing service levels and inventory controls and directing vendors or staff to maintain continuity of operations.
- Serves as liaison with the Director of IT and Facilities and collaborates with Foundation teams to identify workplace needs, establish priorities, and recommend operational improvements.
- Collaborates with Foundation teams, vendors, and consultants to deliver high-quality workplace and program-support outcomes aligned with stakeholder needs.

Job Opportunity: Facilities Experience Manager

Supervision:

- Supervises the Receptionist. Accountable for hiring participation, onboarding, training, scheduling, performance management, coaching, work assignment, quality, timeliness, and completion of assigned work; recommendations concerning employment status are provided consistent with organizational policy.
- Educates direct reports on all department and organization policies and procedures.
- Meets with assigned staff at least monthly to resolve problems, manage projects, track goals, and evaluate work processes and procedures.
- Represents workplace operations at assigned meetings, events, and training as required.

Non-Essential Duties

- Provides periodic operational coverage to ensure continuity of reception or workplace services during unusual staffing circumstances, as necessary.
- Supports workplace safety and security efforts in partnership with Human Resources and the Director of IT and Facilities.
- Performs other duties (or functions) as assigned.

Job Specifications

To perform this job successfully, an individual must be able to carry out each essential duty in a satisfactory manner. The job specifications listed below are representative of the education and experience as well as the knowledge, skill and/or ability (KSAs) required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education & Experience:

- Associate's degree in business administration, facilities management, operations, hospitality, or a related field, or an equivalent combination of education and progressively responsible experience.
- Three (3) to five (5) years of progressively responsible experience in facilities, workplace operations, office management, business operations, or a related area.
- Experience independently managing vendors, contracts, budgets, projects, or workplace operations required.
- Supervisory or team leadership experience preferred.

Knowledge, Skills & Abilities:

- Ability to support the mission, vision and values of the Greater Milwaukee Foundation and abide by applicable standards of conduct, policies and procedures.
- Demonstrated commitment to racial equity and inclusion.
- Self-motivated and able to work independently, take initiative and solve problems.
- Demonstrated superior customer service skills and aptitude; ability to interact effectively with people from diverse backgrounds.

Job Opportunity: Facilities Experience Manager

- Proficient in Microsoft Office Suite applications, web-based applications and databases.
- Must be honest, dependable and able to handle multiple tasks while being organized and meeting deadlines.
- Ability to communicate respectfully and effectively, verbally and in writing.
- Demonstrated ability to exercise discretion and independent judgment, evaluate alternatives, make recommendations, and resolve operational problems involving matters of significance within delegated authority.
- Ability to analyze operational needs, budgets, service levels, contracts, and vendor performance and recommend appropriate courses of action.
- Ability to develop and improve workplace procedures, service standards, and administrative processes.

Salary: $56,425

Benefits: We offer an excellent benefit package, which includes health, dental, vision, flexible spending, life insurance, 403(b) retirement plan, paid time off (PTO), parental leave, educational assistance and more!

Application Instructions: Please click on the link below.

Facilities Experience Manager

The Greater Milwaukee Foundation is an equal opportunity employer and encourages people of diverse backgrounds to apply. We celebrate diversity and are committed to creating an inclusive environment for all employees.