Operations & Facilities Manager

Ironbound Community Corporation

317 Elm Street | Full-Time, Exempt

About Us

For over 56 years, the Ironbound Community Corporation (ICC) has been engaging and empowering individuals, families, and groups to realize their aspirations — and working together to build a just, vibrant, and sustainable community. We serve more than 1,000 children and families every day through a wide range of programs and services, and we strengthen our diverse, multilingual, multicultural community through advocacy, neighborhood organizing, and community development.

The Role

We're looking for a sharp, resourceful Operations & Facilities Manager to oversee our facilities, transportation, and day-to-day operations.

The right person for this job is a natural problem solver and systems thinker — someone who can build structure where there isn't any, supervise staff effectively, and keep things moving across a busy organization. You'll be the person everyone turns to when something needs fixing, coordinating, or figuring out.

What You'll Do

Staff Supervision

You'll directly oversee facility and transportation staff, including cleaning personnel, maintenance vendors, and drivers. That means managing schedules, setting expectations, and ensuring accountability

across the team. You'll coordinate driver assignments across various programs and make sure all ICC locations are properly staffed and maintained.

Systems & Standard Operating Procedures

A big part of this role is building and implementing systems that make the organization run better. You'll develop standard operating procedures (SOPs) for office operations, facilities management, purchasing, and other key functions. You'll also create an office policy handbook, establish office procedures, and provide operations orientation for new staff.

Purchasing

You'll be responsible for all purchasing across the organization — both program supplies and facilities materials — managed through the purchase order (PO) process. You'll handle vendor relationships, evaluate contracts, and ensure the organization is getting what it needs on time and on budget.

Facilities & Maintenance

You'll manage facility operations across ICC locations, prioritizing repair needs and coordinating with leadership to get improvements done on time. That means handling the full contractor process — drafting bids, coordinating contracts, and making sure work gets completed properly. You'll work with program directors to ensure sites licensed through NJDCF meet all facility requirements, and you'll manage external use of ICC space, including use agreements and staff coordination.

Operations & Special Projects

You'll keep the gears turning on everything from vehicle maintenance and registration renewals to vendor contracts for copiers, phones, and security systems. You'll coordinate IT needs with our consultant, manage office equipment inventory, and maintain common areas like kitchens, lobbies, and bathrooms. Snow removal, renovation projects, basement cleanouts… if it needs doing, you'll make sure it gets done. You'll also submit expense reports and evaluate vendor contracts for progress tracking and follow-up.

What We're Looking For

You should bring at least 5 years of related experience (or an equivalent combination of education and experience), along with strong project management skills and serious attention to detail. Supervisory experience is required.

Beyond that, we need someone who is:

- Highly organized with exceptional judgment
- Experienced in developing systems, SOPs, and operational processes
- Proficient in Microsoft Office and comfortable with technology
- A self-starter who can work independently and take initiative
- Comfortable being available off-hours for facility emergencies, alarm responses, or snow removal

- Willing to roll up their sleeves and pitch in wherever needed
- Flexible, proactive, and able to manage shifting priorities without missing a beat
- Able to write clear reports and correspondence
- Effective at working across departments and with a wide range of people

Equal Opportunity Employer

ICC is an Equal Opportunity Employer committed to building and maintaining a staff that reflects the full range and diversity of our community. We strongly encourage women of color, persons with disabilities, immigrants, members of the LGBTQ community, and people from low-income and working-class backgrounds to apply.

How to Apply

Send your resume and cover letter to **pmatthews@iroboundcc.org** with the subject line **"Operations & Facilities Manager."**

Our Values

At ICC, our work is guided by a shared set of values that shape how we show up — for each other and for the community we serve.

- **Empathy:** We strive to understand what others are experiencing and feeling by trying to see things from their perspectives. We are willing to give our time and energy to the community and are constantly searching for ways to improve the lives of those we serve.
- **Fairness & Transparency:** We are committed to authentic, two-way communication — willing to listen without judgment and, with respect, express our point of view. We cherish diversity and inclusiveness, embracing the community with its input and feedback.
- **Commitment to Excellence:** We provide the highest quality service possible, earning trust and exceeding expectations. We continuously learn from experience and approach challenges with creativity and flexibility.
- **Accountability:** We are responsible for the quality and outcomes of the programs we provide, for explaining why deviations from reasonable expectations may have occurred, and for responding responsibly at all times — especially when errors in behavior or judgment have happened.
- **Mutual Respect:** We accept the importance of each person's rights, customs, and wishes. We are courteous and supportive in all of our interactions with community members