



Operations Manager

Benefits: Full-time, non-exempt, salaried position

United Schools of Indianapolis (USI) is seeking a “hands on” Operations Manager who knows how to keep a school building running smoothly and understands that a safe, clean campus environment is foundational to teachers teaching and students learning. Our ideal candidate is a customer service-oriented individual who can multitask to ensure our facilities are effectively maintained and efficient. We are seeking someone who:

- demonstrates an in-depth understand of at least one mechanical trades (e.g., HVAC systems, plumbing, electrical, carpentry, etc.)
- thrives in an autonomous, mission-driven, and entrepreneurial environment where things move really fast on a daily basis;
- runs an efficient operation related to building facilities in an effort to stay ahead of building needs.

An operations manager is an individual, who oversees all operational elements of our network including but not limited to facility maintenance, safety, compliance, and vendor relations, while operating in the confines of a budget. It is the role of the Operations Manager to ensure that the physical structure is aesthetically pleasing, safe and operational, and that it meets the needs of those working therein. The Operations Manager is responsible for ensuring that the building is up to code, and that all the troubleshooting of environmental, mechanical and engineering issues, addressing safety concerns as well as making sure compliance with state and federal regulations is met. The Operations Manager oversees the security of each campus including security officers, access control, and video cameras. Additional responsibilities may include overseeing and coordinating with vendors ensuring services are being performed as needed, negotiating contracts, and procuring bids to align with the annual budgets. The Operations Manager would be expected to perform routine maintenance within the facility, according to his or her own skill set and oversee that janitorial services performed, ensuring satisfaction of the occupants.

The Operations Manager will report to and work closely with the Director of Business Affairs, and will be required to commute between campuses. Additionally, this position would require the Operations Manager to satisfy the needs of the each principal as special events and activities arise.

Responsibilities include but are not limited to:

SECURITY

- Ensure staff are aware of procedures and use of alarm systems
- Oversee access control system
- Management distribution keys and security cards
- Oversee door schedule ensuring it remains locked with school is not in session
- Respond to alarm calls
- Oversee SRO schedules and expectations
- Operate within budget

HVAC

- Manage preventative maintenance schedule and agreement
- Manage repairs and maintenance with vendor
- Monitor and maintain appropriate temperatures throughout each facility.
- Plan strategic repairs and upgrades
- Operate within budget

GROUNDS

- Manage lawn care vendor
- Determine seasonal start and end times for lawn care
- Maintain exterior including foliage, leaves, trash, etc.
- Manage snow removal including snow and ice on sidewalks
- Maintain playground area and equipment
- Purchase salt and supplies needed for inclement weather
- Operate within budget

FIRE SAFETY

- Work with Principals to schedule, conduct and document monthly safety drills
- Schedule all fire inspections; alarm, extinguisher, sprinkler, backflow, etc.
- Maintain each facility according to safety codes as outlined by fire marshal
- Maintain and communicate evacuation plans
- Operate within budget

MAINTENANCE: Maintain facilities by either performing the work or overseeing a contractor

- Painting and drywall repairs as needed
- Work with electrical and plumbing vendors as need
- Address roof leaks and water damage as needed
- Hardware repair as needed
- Floor repair as needed
- Repair/replace damaged equipment
- Operate within budget
- Determine annual capital repairs
- Maintain safety standards in all facilities and on premises
- Respond to urgent maintenance needs
- Communicate facility concerns with building principals

VEHICLES

- Ensure all inspections are conducted according to deadlines
- Obtain vehicle registrations through the BMV
- Ensure all documentation is secured on buses and readily available to drivers
- Train bus operators of laws associated with student occupants

FURNITURE & EQUIPMENT

- Repair damaged furniture and equipment as needed
- Move furniture and equipment as needed.
- Set up rooms for various events, as needed.
- Maintain phone system
- Maintains all tools and maintenance equipment

JANITORIAL

- Oversee janitorial contracted staff
- Assist with janitorial needs as they arise
- Purchase janitorial supplies
- Operate within budget

CHARACTERISTICS

- **Commitment** - You are passionate about the boundless potential of our students and providing high quality education options for all; your decisions are consistently made through the lens of what is best for students, and you understand how your work ensures that students are able to learn and thrive.
- **Service orientation** - You are committed to providing high-level service to internal and external stakeholders.
- **Drive toward results** - You anticipate and work to overcome challenges, persevere, and meet goals. You have an imperative to act and demonstrate unwavering diligence.

SKILLS & COMPETENCIES

- **Facilities expertise** – You demonstrate strong knowledge of facilities and maintenance and have an in-depth understanding of at least one trade (e.g., HVAC systems, plumbing, carpentry, etc.).
- **Prioritization and escalation of critical information** – You possess ability to reliably identify and prioritize maintenance issues so that network staff (Director of Business Affairs) can rely on this knowledge to make decisions regarding budget and maintenance costs without physically viewing each campus. You can determine what needs to get done, by when, and by whom on an ongoing and fluid basis even as tasks accumulate suddenly.
- **Strong project management** - You can balance long-term and immediate needs at multiple sites with the necessary attention to detail and managing multiple vendors executing work while maintaining a high bar for quality and high-level of productivity
- **Excellent management and communication skills** - You have a record of effectively empowering and managing staff to accomplish work with quality. You communicate with and coordinate multiple stakeholders in order to accomplish multifaceted projects; your communication is efficient and understood with little to no clarification. You effectively manage others who manage a larger set of staff.