



EVERY NEIGHBOR MATTERS

Neighborhood Impact Center
113C Berry Avenue

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Job Description

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| Position Title | Operations Manager |
| About Us | Greer Relief has been a steadfast pillar in the Upstate community for 90 years, ensuring no neighbor goes hungry or loses their home. We understand the challenges faced by those in need and are committed to delivering vital services and empowering enrichment programs to our diverse community. |
| Description | The Operations Manager supports Greer Relief by overseeing daily operational systems and infrastructure, with primary responsibility for the Neighborhood Impact Center (NIC) and secondary oversight of organizational equipment and vehicles. This role ensures facilities and assets operate safely, consistently, and efficiently in support of staff, partners, and neighbors. The Operations Manager coordinates maintenance and vendor services, manages space scheduling and access control, supervises contracted maintenance support, and maintains operational documentation. This role ensures facilities and assets operate safely, consistently, and efficiently in support of Greer Relief’s mission and those we serve. |
| Reports To | Executive Director |

Essential Duties & Responsibilities

Facility & Infrastructure Operations

- Oversee daily operational readiness of the Neighborhood Impact Center (NIC), ensuring the building remains safe, functional, clean, and welcoming.
- Develop and maintain preventive maintenance systems and conduct routine facility inspections.
- Coordinate and oversee facility vendors, including maintenance, janitorial, and security services.
- Maintain documentation of maintenance activities, vendor agreements, and service records.

Building Security & Access Control (Lead Responsibility)

- Serve as the primary lead for building security and access control systems, including keycard/fob and alarm systems.
- Establish and maintain security procedures and access protocols for staff, partners, and vendors.
- Respond to security alerts and oversee credential issuance, tracking, and deactivation.
- Conduct periodic security audits and ensure compliance with safety and risk management standards.

Maintenance & Contractor Supervision

- Supervise contracted maintenance support, including work planning, prioritization, and quality oversight.
- Coordinate repairs and obtain bids for larger maintenance or capital projects as needed.
- Ensure work meets safety and compliance standards.

Space & Scheduling Management

- Manage the NIC master calendar and room reservation systems.
- Coordinate space allocation for staff, programs, and partner agencies.
- Enforce shared space policies and support event logistics as needed.

Operational Systems & Procedures

- Develop, document, and maintain standard operating procedures (SOPs) related to facility use, security, and shared spaces.
- Maintain operational documentation and recommend system improvements to ensure consistency and efficiency.

Technology & Equipment Oversight

- Oversee facility-related technology systems, including Wi-Fi coordination, security access systems, and shared equipment.
- Serve as liaison with IT and related vendors to ensure operational functionality.

Budget & Purchasing Support

- Track facility-related operational expenses and monitor spending within approved budget lines.
- Approve routine purchases within delegated budget authority.
- Provide periodic operational updates to the Executive Director.

Staff & Partner Training (Facility Systems)

- Train staff and partner agencies on facility procedures, access systems, and shared space protocols.
- Serve as the primary operational contact for NIC partners regarding facility-related matters.

Equipment & Vehicle Stewardship

- Coordinate maintenance, inspections, and readiness of Greer Relief vehicles and operational equipment
- Maintain usage logs and service records
- Ensure safe storage and operational condition of organizational assets
- Coordinate repairs and service vendors as needed

General Responsibilities:

- Model professionalism, integrity, and accountability.
- Uphold Greer Relief's mission and values.
- Maintain collaborative relationships across departments and partner agencies.
- Communicate operational risks and updates proactively to the Executive Director.
- Maintain accurate and organized operational documentation.
- Perform other related duties as assigned.

Minimum Experience / Expertise

- 3–5 years of experience in facility operations, operations coordination, property management, or similar operational leadership role.
- Experience developing and maintaining operational systems and documentation (SOPs).
- Proficiency in Microsoft Office (Outlook, Word, Excel) and digital scheduling systems.
- Ability to independently manage calendars, documentation, spreadsheets, and shared file systems.
- Experience coordinating vendors or contractors and tracking operational expenses.
- Strong written and verbal communication skills.
- Ability to prioritize multiple operational systems simultaneously.

Schedule: Fulltime position.

Education: Associate's or Bachelor's degree in Business Administration, Operations Management, Facility Management, Project Management, or related field preferred. Demonstrated operational systems experience may substitute for formal education.

Military Equivalency: Greer Relief is proud to allow educational equivalency for military technical certifications and trainings that directly relate to the job duties.

Physical Requirements

- Ability to lift and move objects weighing up to 50 lbs. with or without reasonable accommodation.
- Ability to communicate effectively in person, by phone, and electronically.
- This position requires regular in-person attendance at the Neighborhood Impact Center; it is not a remote role.

Transportation: A valid driver's license and access to a personal vehicle are required for work-related travel.

Compensation: Salary ranges from \$40,000-45,000, dependent on experience.

All Staff of Greer Relief and Resources Agency must successfully complete a criminal and financial background investigation.

Greer Relief & Resources Agency is an equal-opportunity employer and a drug-free workplace.