

Position: Full time, hourly, nonexempt

Schedule: On site during regular business hours, with occasional evening or weekend requirements

Reports to: Executive Director

Supervises: Receptionist

Position Summary

Pathways Adult Learning Center is seeking a practical, organized and service-minded Facilities & Operations Coordinator to support the day-to-day physical and operational readiness of our campus.

This is a hands-on role combining facilities coordination, office and campus operations, vendor management, technology support, tenant coordination and front desk oversight. The Coordinator will help ensure that the building is safe, clean, functional, welcoming and responsive to the needs of students, staff, families, visitors and tenants. As Pathways prepares to open and expand its new campus, the Coordinator will play an important role in establishing reliable facilities, reception and operational systems.

The ideal candidate will be equally comfortable coordinating a service vendor, monitoring requests and records in SharePoint, responding to an unexpected facilities concern and providing reception support when needed.

Primary Responsibilities

- Serve as the onsite first point of response for building, vehicle and operational concerns, including maintenance needs, restroom overflows, bodily-fluid spills and other urgent sanitation or safety issues.
- Oversee campus cleanliness and custodial service quality; conduct routine facility and grounds inspections; and perform or coordinate periodic, spot and urgent cleaning outside the regular custodial scope.
- Complete routine hands-on tasks within the employee's skills and authorization, such as simple repairs, minor touch-ups, furniture or equipment assembly, hanging approved wall items, moving supplies and room setup. Coordinate qualified vendors when specialized expertise is required.
- Coordinate facilities vendors and recurring services, preventive maintenance, inspections, warranties, service records, operational supplies and followup on open work.
- Monitor and manage staff facilities, maintenance, vehicle, operational and technology-support requests through Pathways' designated Microsoft 365 and SharePoint systems.
- Provide basic first-line troubleshooting for common workplace technology and equipment issues and coordinate more complex matters with external IT or technology vendors.
- Coordinate organizational vehicle maintenance, repairs, inspections, registration, cleaning and service scheduling.
- Serve as the primary operational contact for tenant building-related requests and coordinate access, repairs and vendor scheduling affecting tenant spaces.
- Supervise and support the Receptionist, coordinate front desk coverage and provide routine telephone or reception backup when needed.

- Partner with leadership to develop and maintain reception, visitor, building-access and security procedures; help administer alarm, access-control and security-camera systems; and retrieve incident footage when authorized.
- Support facility-related safety and emergency readiness, inspections, drills, documentation and corrective followup.

Qualifications

- At least three years of progressively responsible experience in facilities coordination, building services, office or campus operations, property operations or a closely related role; an equivalent combination of education and experience will be considered
- Experience coordinating vendors, service requests, schedules, records and competing priorities
- Comfort performing hands-on building and operational tasks, including urgent sanitation response, simple repairs, assembly, setup and moving supplies
- Strong organizational, documentation, follow-through and problem-solving skills
- Sound judgment regarding urgency, safety, confidentiality, escalation and when qualified professional assistance is required
- Demonstrated proficiency with workplace technology and the ability to quickly learn Microsoft 365 and SharePoint workflows
- Clear, professional and service-oriented communication
- Ability to work independently, remain calm during unexpected situations and collaborate across departments
- Supervisory or team-lead experience preferred
- Experience in a nonprofit, education, healthcare, human-services, church or community setting preferred

Physical and Work Requirements

This position is performed onsite during regular business hours. Occasional evening or weekend work may be required for events, inspections, vendor access, urgent facility needs or special projects.

The employee must be able, with or without reasonable accommodation, to move throughout the campus; bend, reach and stand as needed; and lift or move items weighing up to 40 pounds. The employee must also be comfortable responding to restroom overflows, bodily-fluid spills and other urgent sanitation or facility incidents using appropriate procedures and protective equipment.

About Pathways

Pathways Adult Learning Center is a Christian nonprofit organization serving adults with intellectual and developmental disabilities through continuing education, life skills development, health and fitness, volunteerism and faith participation. Team members are expected to support Pathways' mission and contribute to a respectful, welcoming and student centered environment.