

**JOB DESCRIPTION**

**Position:** Facilities and Operations Associate

**Reports to:** Facilities and Operations Manager

**Works with**: Finance, Operations and HR team

# Location: San Francisco, CA

Renaissance is seeking a professional, customer service, and detail-oriented **Facilities and Operations Associate.** Our ideal new teammate is proactive, creative and collaborative, and takes pride in ensuring quality facilities and infrastructure for our programs, clients, tenants and staff.

Renaissance Entrepreneurship Center (www.rencenter.org) is a 501(c)3 nonprofit working to create sustainable economic development through small business ownership. Renaissance owns our own 24,000 sq ft building in SOMA, which is the site of our headquarters as well. Our SOMA, East Palo Alto, Richmond and Bayview sites host over 50 small business tenants in entrepreneurial communities.

**Essential Duties and Responsibilities**

**Front Desk/ Operations and Facilities:**

* Screens and directs building guests and visitors
* Fields all incoming phone calls to Renaissance’s main line
* Receives all building mail and packages, responsible for outgoing mail
* Monitors surveillance cameras; enforces security and safety policies including supporting manager with loss prevention
* Markets vacant office space, co-working spaces and short term space rentals
* Maintains a clean and professional building (maintenance-related requests)
* Provides technology training (phone system, shared documents, calendars, g-drive)
* Conducts monthly audits of Renaissance building (walk-throughs, furniture, technology, etc.)
* Supports Operations Manager with ad-hoc projects
* Orders office supplies for all of our sites
* Insures that classrooms and conference rooms are outfitted with proper working technology and furniture
* Acts as first point of contact for facilities/tech related employee needs
* Supports coordination of office events

**Tenant Relations:**

* Helps retain and attract new tenants to assist in maintaining Renaissance SOMA building at capacity
* Fosters relationships with tenants
* Maintain compliance in tenant documents (leases, manuals, etc.) and performs annual audit of tenant files
* Communicates with finance department in regards to tenant billing (rent, mail services, technology usage, etc.)
* Provides technology training and troubleshooting

**Qualifications**

* Excellent interpersonal skills (verbal and written) and a can-do attitude
* Ability to work independently as well as in a team setting with diverse colleagues and clients
* Exceptional organizational skills with strong attention to detail to manage many moving parts and complex systems; flexibility and comfort in a fast-paced, changing environment and community.
* Knowledge of Excel and other Microsoft Office applications.
* Spanish language a plus
* Prior experience with VOIP telephone and computer/network systems a plus

**Salary and Benefits**

This full-time non-exempt position includes a competitive salary based on experience with benefits that include medical and dental insurance, 401K, paid time off, and holidays.

**Application Process:** Please send your cover letter and resume to jobs@rencenter.org, noting “Facilities and Operations Associate” as the subject of your email and writing to the attention of Rob Taylor. *No telephone calls or personal inquiries please.*

*Renaissance Entrepreneurship Center is an equal opportunity employer committed to diversity with respect to age, ancestry, color, ethnicity, gender, marital status, medical condition, national origin, race, sexual orientation, veteran status and physical abilities.*