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Community Center Manager

Friendly House values equity, diversity, and inclusion. People with lived experience in communities of color and other marginalized groups are encouraged to apply.

Job Overview

The Community Center Manager is responsible for the leadership of the front desk operations and works closely with the Community Programs Manager and other staff on the execution of all on-site community programming. In collaboration with other staff, the Front Desk Manager will also oversee and be responsible for the upkeep of the fitness room, full-sized court gymnasium, rooms available for rent, and coordination of Community Nights and annual large Community Events. Successful managers are expected to demonstrate effective communication and administrative skills, leadership potential, strong organizational skills, and sensitivity to the needs of all community members.

Responsibilities and Duties

- Oversees Community Center components including rentals, classes, and memberships as well as hiring, scheduling, coaching and managing front desk staff.
- Helps develop and monitor the Community Center annual budget, tracks expenses and revenue generated through memberships, rentals, and classes.
- Collaborate with other programs and staff to ensure proper care and procedures during all activities and events happening within the Community Center.
- With Community Programs Manager and Friendly House marketing staff, develops and implements marketing strategies for the program, including promotional events, marketing tools, advertisement of the Community Center, and annual marketing plans.
- Ensures the facility is safe and kept tidy, thus contributing to a welcoming atmosphere for all members of the community.
- Works closely with Community Programs Manager on executing programming including classes, events, and activities to appeal to a diverse community.
- Inspires and motivates staff to reach personal, team, and organizational goals.
- Assists the development department in grant and other funding solicitation; assists with grant writing for the program and supports agency fundraising events.
- Models and ensures high-quality customer service.
- Other duties as assigned.

Required Skills & Abilities

Skills:

- Excellent oral and written communication skills.



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- Good organizational skills.
- Patience, flexibility, and responsibility.

Ability to:

- Incorporate Friendly House mission, vision and values into your work life.
- Maintain positive interactions in stressful situations involving customers of all ages and backgrounds.
- Work cooperatively with all Friendly House staff members and understand that all programs support the fulfillment of the mission.
- Work independently with little supervision.
- Maintain confidentiality.
- Be culturally responsive.

Qualifications

- Minimum of three years of progressive responsibility for leading and managing teams.
- Must pass a criminal background check.
- Ability to lift up to 25 lbs.; Tables/Chairs/Room set-up and break-down for rentals/events/activities.
- Must obtain a Food Handlers Card and First Aid/CPR Certifications within 60 days of employment.
- Must have or be willing to obtain COVID 19 vaccination or have a qualified exemption.
- Nonprofit or recreation experience is a plus.

Benefits

Health and dental package valued at \$5,000/year, up to a 4% employer match on employee contributions to our 403(b)-retirement plan, paid vacation, sick leave, and holidays. Tuition discount on Friendly House childcare programs, a Friendly House fitness membership and discounts on some activities are also provided.

Send resume and cover letter (required) to:

Email (PDF preferred):

hr@fhpdx.org

Mail:

Hiring Manager
Friendly House, Inc.
2617 NW Savier St.
Portland, OR, 97210

Reports To: Director of Community Enrichment

Posting URL: www.fhpdx.org/jobs/

Travel Required: In town only.

Position Type: Full-time, non-exempt. 40 hours per week. \$21 per hour.



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Job Conditions: This job is performed in-person in a supportive, fast-paced, environment, in a wheelchair accessible building, and in non-accessible buildings in the community. Non-traditional work hours will be required.

Date Posted: 4/4/2022

Posting Expires: 4/18/2022

Notice of Non-Discrimination

Friendly House values equity, diversity, and inclusion. People with lived experience in communities of color and other marginalized groups are encouraged to apply. It is the policy of Friendly House to treat all people with dignity and respect. The agency prohibits discrimination based upon race, sex, religion, color, gender identity, age, national origin, marital or familial status, pregnancy, sexual orientation, citizenship status, military service, veteran status, housing status, source of income, political affiliation, union affiliation, physical or mental disability or other protected status in accordance with applicable law. In addition, we shall not discriminate against minority-owned, women-owned or emerging small business.

About Friendly House

Friendly House, a nonprofit neighborhood center and social service organization, promotes the interdependence of people from all walks of life to meet educational, recreational and human service needs in the Portland Metropolitan area. Friendly House creates opportunities for people of all income and age groups to increase social capital, which we define as the bonds that encourage mutually beneficial support. We operate two major programs in Northwest Portland: Community Services and our Children's Programs. Founded in 1930, the organization has remained true to its settlement house roots, giving special attention to the needs of people facing extraordinary challenges, including children, low-income families, older adults and LGBT older adults, to assure their inclusion in the fabric of society. We encourage applicants to visit our website (www.fhpdx.org) to learn more.