GROVEWOOD COMMUNITY DEVELOPMENT

The Grove Resource Center Operations Manager

PEOPLE – PLACES – POSSIBILITIES

Organizational Overview

Grovewood Community Development (GCD) is a mission-driven nonprofit developing and operating affordable housing communities in South Metro Denver. GCD provides quality, service-enriched housing for people of modest means, including those with intellectual and developmental disabilities, mental illness, and/or substance use disorder. Founded in 1995 as Community Housing Development Association (CHDA) by three human services organizations, the organization rebranded as Grovewood Community Development in 2023.

Over its 31-year history, GCD has impacted more than 2.7 million lives. Today, GCD owns 363 rental units across ten properties in Englewood, Littleton, and Aurora and plans to add 187 new units by 2030, including 85 family units now under construction in Aurora. Ninety-six percent of units serve households at or below 60% of Area Median Income, and all properties have maintained near 100% occupancy for more than ten years.

Position Summary

Reporting to the Healthy Lifestyle Director, the Operations Manager is responsible for the day-to-day operations of The Grove Resource Center, a community resource center co-located with affordable housing. The Operations Manager ensures that the center is safe, welcoming, well-maintained, accessible, and operating efficiently for residents, clients, community members, and partner organizations. As a key point of contact for clients and community partners, the Operations Manager oversees center scheduling, client sign-in, administrative processes, facilities coordination, marketing, safety and compliance, and daily opening and closing procedures. The Operations Manager also works with the Healthy Lifestyle Director to identify, develop, and establish new community partnerships that expand the resources and services available through the center.

Key Responsibilities

Center Operations & Client Experience

- Oversee daily center operations, ensuring a safe, welcoming, professional, and inclusive environment for residents, clients, partners, and visitors.
- Open and secure the center each operating day and manage client and visitor sign-in and front-desk processes.
- Serve as a primary point of contact for clients, residents, community members, and partner

organizations, fostering positive, professional relationships.

- Establish and maintain operational procedures that promote consistent, high-quality service, and address operational issues as they arise.

Partnerships & Scheduling

- Coordinate scheduling and space use for partners, programs, meetings, and events, and maintain an accurate, up-to-date center calendar.
- Complete, document, and maintain partner agreements, monitoring expiration dates, required updates, and compliance.
- Coordinate with partners on operational needs, access, and center policies.
- Work with the Healthy Lifestyle Director to assess community needs and to identify, cultivate, and establish new partnerships that expand the resources and services available through the center.

Marketing & Communications

- Develop and coordinate marketing and outreach to increase awareness and use of center programs and services.
- Manage the center's digital presence, including website content, email, social media, and digital calendars, and create promotional materials for programs, events, and partner services.
- Ensure information about center services, schedules, and resources is accurate, current, and accessible to the community.

Facilities, Safety & Compliance

- Coordinate routine maintenance services (e.g., cleaning, pest control) and building system repairs, working with property management, vendors, and contractors through resolution.
- Monitor the condition and functionality of center spaces, furnishings, equipment, and common areas.
- Implement established safety, emergency, and security procedures; identify and report hazards; and coordinate responses to operational or safety incidents.
- Ensure center operations and partner activities comply with organizational policies and applicable building, occupancy, accessibility, health, and safety requirements.
- Maintain organized records of center operations, partner agreements, vendors, maintenance, inspections, and compliance.

Other Duties & Responsibilities

Supervisory Responsibilities: None.

Budgetary/Fiscal Responsibilities: Act as a good steward of Grovewood Community Development's resources and follow established purchasing and expense procedures.

Responsibility for Confidentiality: The nature of this position requires safeguarding against the release of confidential and proprietary information of Grovewood Community Development.

Contact with Others: This position will interact with staff members across the organization, residents, clients, community partners, vendors, and other external stakeholders.

Other Duties: Other assistance, as designated by the Executive Director, to support the overall goals of

the organization. Grovewood Community Development retains the right to add or change duties and/or responsibilities at any time.

Experience & Qualifications

Education: Bachelor's degree in Social Work, Human Services, Behavioral Health, or a related field.

Experience: At least five (5) years of experience in client-facing operations, community services, human services, social services, property or community-based programming, or a related field. Experience in roles responsible for maintaining a safe, welcoming, and professional environment for clients, residents, visitors, or community members, and experience coordinating schedules, partners, vendors, programs, or services.

Preferred Experience: Working in an affordable housing, community resource center, nonprofit, social services, or community-based setting; managing community partnerships or coordinating services provided by multiple organizations; digital marketing, social media, email marketing, or website content management; coordinating building maintenance, vendors, or facilities operations; and familiarity with safety, accessibility, compliance, and emergency procedures in community-based facilities.

Skills & Abilities

- Commitment to GCD's mission of providing quality, service-enriched housing for people of modest means, and to its values of respect and dignity for all people, diversity, inclusion, equity, and anti-racism.
- Client-centered service: ability to create a welcoming, respectful, and responsive environment for clients, residents, and visitors.
- Operational excellence: ability to maintain reliable systems and processes that support smooth day-to-day center operations.
- Organization and follow-through: strong organizational and administrative skills and attention to detail; ability to manage details, deadlines, agreements, schedules, and multiple competing priorities.
- Exemplary written and verbal communication and interpersonal skills; ability to communicate professionally and work effectively with diverse clients, residents, partners, and community stakeholders.
- Ability to identify operational issues, take appropriate action, and follow through to resolution; a strong collaborator and problem solver.
- Strong negotiation skills and the ability to handle sensitive information with diplomacy.
- Ability to prioritize multiple tasks and meet deadlines in a fast-paced, changing environment.
- Ability to work independently while collaborating effectively with a multidisciplinary team.
- Proficiency in Microsoft Word, Excel, Outlook, and PowerPoint, and in common scheduling, communication, and digital marketing tools.

Physical Requirements

The physical demands described here are representative of those that must be met by a staff member to

successfully perform the essential functions of this position. Reasonable accommodations may be made upon request to enable individuals with disabilities to perform the essential functions.

- Ability to communicate effectively in English (English and Spanish preferred), both verbally and in writing, and to take part in conversations in person, by phone, and in group settings, which may occasionally have moderate background noise.
- Ability to review and work with information in a variety of formats, including computer screens, presentations, and printed materials, and to gather information from colleagues, clients, residents, and partners.
- Ability to sit and/or stand for extended periods, up to six hours per day.
- Ability to move throughout the center and between offices and meetings, which may include occasionally climbing stairs or using an elevator, and to perform tasks that involve standing, walking, sitting, stooping, kneeling, bending, twisting, and reaching chest high and overhead.
- Ability to reach for, move, and/or lift up-to 20 pounds, and use of hands to handle or feel objects, tools, or controls.

Compensation and Logistics

Compensation & Benefits: The starting salary range for this position is $70,000 to $85,000 annually. GCD offers vacation, sick time and 13 paid holidays, health, dental, vision and life insurance, a retirement plan with an employer match, and flexible hybrid work environment.

Reports To: Healthy Lifestyle Director

Status: Full-time

Compensation: Salaried

FLSA Category: Exempt

Work Location: On-site at The Grove Resource Center

Schedule: Days, with occasional nights for events

Travel: Requires some travel between the Grovewood office and The Grove Resource Center; valid driver's license, reliable transportation, and proof of insurance required

How to Apply

The search is being led by Marisol Solarte-Erlacher and Sonya Ulibarri with Cultura Leadership Consulting. Candidates should submit a cover letter, outlining their interest and qualifications, along with their resume to **info@culturaleadership.com**. Applications will be reviewed as they are received until the position is filled. We encourage submissions by the priority date of **11:59 pm on Sunday, December 13**.