



Facility Engagement Manager

Background

CreaTV San José is a nonprofit Community Media Center in downtown San José. Our mission is to inspire, educate and connect San José communities, using media to foster civic engagement. Serving the San José and Silicon Valley community since 2008, CreaTV is a nationally recognized Community Media Center focused on access to media and technology, the art of storytelling, and digital equity issues.

CreaTV manages four public and educational Comcast cable channels, airing more than 3,200 locally produced videos in eight different languages each year. CreaTV offers monthly workshops in video production to the public and provides a vast array of video production services to nonprofits, cities, schools and individuals wanting to produce content for the channels. Our vision is to give everyone in San Jose the opportunity to have a voice by providing access to tools, training and distribution platforms. We believe this can transform and deepen our community conversation.

We are at a pivotal juncture in our organization's history as we lead the effort to create a collaborative space activated by the community and designed to reflect the diversity of San José. Our goal is to redefine how creative spaces are developed and used to transform a community. This new venture - Open San José - will feature 18,000 square feet of office space, gallery and public spaces, a large studio, and multi-purpose rooms that are fully equipped with technology and designed to be used for live and hybrid meetings, rehearsal space, podcast and media recording, trainings, and more.

Position

We are seeking a Facility Engagement Manager to lead our facility operations and engagement efforts. This critical role is often the face of Open San José with our community partners and potential clients who will represent organizations, businesses, local governments, and the general public. Reporting to the Chief Operating Officer, this role will oversee two full-time staff members and part-time facility crew. The Facility Engagement Manager will develop and execute strategies for internal partner and external client facility use and will oversee these activities on a day-to-day basis. This role will support efforts to fully utilize our new space and meet the mission/vision of not only CreaTV San José, but also Open San José. We're looking for a revolutionary mind, combined with strong business, management, and organizational skills. This is a new venture and facility and will require an innovative and collaborative approach.

Responsibilities:

- Act as community ambassador and key representative of CreaTV and Open San José.
- Provide mentorship, guidance and vision as department leader.

- Manage collaboration spaces & production spaces, questions and tours, customer intake, agreements, room scheduling, as well as working with leadership team to assist with non-tenant event processes and procedures.
- Ensure leadership team is apprised when problems are identified and work with key stakeholders to resolve as quickly as possible. Make any impacted tenants or clients aware of issues. Track any fixes through to completion.
- Coordinate and support in-room set-ups for non-tenant events and support tenants with troubleshooting any issues with the spaces for their events. This will require coordinating cross-departmentally for security, technology needs, and cleaning crews.
- Facilitate reoccurring training for tenants and enforce building usage protocols.
- Work closely with COO to manage and grow facility rental program.
- Oversee rental and return of IT equipment like microphones, cords, cables, screens, etc.
- Collaborate cross-departmentally to develop impact measurement tools and reporting systems to support data-driven decision making across the organization. Ensure systems are in place to track data related to space usage trends.
- Manage facility documentation including contracts, work orders, etc.
- Work with COO to support Open-led and developed programming for non-tenants and the community.
- Work closely with Marketing/Comms to strategize and ensure effective promotion of Open San José opportunities.
- Work closely with leadership team and Open San José governance committee(s) to create and execute on facility rental and usage procedures.
- Work closely with Development on writing and reporting on grant-funded activities.
- Coordinate with Creative Services and Education and Community Managers to organize and manage equipment use, production services, and facility engagement events.
- Foster an active space where community members and media makers can connect with each other and where participants feel welcome and engaged.
- Gather feedback, input and design ideas for facility use programs from CreaTV staff, community media colleagues, educational contacts, and other resources to inform programmatic changes.
- May need to use a personal vehicle for business-related travel within San Jose.
- Other duties as assigned.

Skills and Abilities:

- Strong team leadership, customer service and collaboration skills.
- Strong analytical and strategic skills, and attention to detail.

- Knowledge of community media, civic tech, digital inclusion, public access, and/or media production.
- Ability to convey knowledge of highly complex equipment and production or technology to community users of various ages and levels of expertise.
- Technology savvy and/or a willing to learn and develop technology and media skills.
- Nonprofit outreach, community building and/or membership building experience.
- Additional Language skills desired (Spanish or Vietnamese).

General Requirements:

- Experience with customer service and event facilitation/coordination.
- Must be comfortable with technology and ready to learn new systems and support and assist with basic troubleshooting.
- Comfortable enforcing building policies and protocols.
- Regular attendance at the facility; telecommuting for this position will be limited.
- Familiarity and a passion for working with artists in multiple disciplines and arts in a social change context a plus.
- Excellent oral and written communication skills, attention to detail, proven ability to create and manage systems that work.
- Must possess and maintain a valid California driver's license, have a safe driving record, and maintain California minimum required automobile insurance. May need to use a personal vehicle for business-related travel within San Jose.
- Able to work a flexible work schedule including evenings and weekends.

Education and Experience:

Any combination of education and experience requirements below that provides the skill, knowledge, and abilities required.

- 4-year college degree or equivalent.
- At least three years of experience overseeing staff. Demonstrated ability to lead a team successfully.
- Three years of experience in community engagement, event facilitation/organization, operations, facility management, or another role that demonstrates the necessary skills to be successful in this role.

Compensation:

This is a full-time, salaried, exempt position with a generous benefits package, including health, dental, vision, retirement, and competitive paid time off and holiday policies. \$75 - \$85k.

People of color, women, formerly incarcerated people, LGBTQ+ individuals, and community visionaries are strongly encouraged to apply.

Please email a PDF **cover letter and resume** explaining your interest and qualifications for the position to jobs@creativsj.org with the subject Facility Engagement Manager. Please, no phone calls

or hard copies of materials through the postal service. Application materials due by 4pm January 14, 2022.