

DIRECTOR of OPERATIONS & CAMPUS SERVICES

ASA's mission is to inspire creative thinkers and leaders through providing an innovative concentration in college preparation informed by the performing arts.

The Director of Operations & Campus Services is a strategic member of the Senior Leadership Team responsible for ensuring the school operates safely, efficiently, and effectively each day. This leader oversees all aspects of campus operations, facilities management, safety and security, operational systems, vendor management, regulatory compliance, campus logistics, and business services that support the daily operation of the school.

The Director develops and implements systems that create an exceptional environment for teaching, learning, and artistic excellence. This position combines strategic leadership with hands-on operational oversight and serves as the primary operational leader responsible for campus readiness, facilities, safety, substitute coordination, vendor management, and continuous improvement.

While this position is not expected to perform specialized building repairs, the Director must possess a working knowledge of commercial building systems to accurately diagnose operational issues, coordinate appropriate vendors, and ensure timely, high-quality resolution.

ASA is devoted to fostering an inclusive environment where the enjoyment and benefits of a college preparatory and performing arts education are accessible to the entire community.

This position reports to the Head of School and serves on the Senior Leadership Team.

Essential Duties and Responsibilities

Leadership & School Operations

- Provide strategic leadership for all non-instructional operations of the school.
- Develop and continuously improve operational systems, procedures, and workflows that support organizational excellence.
- Ensure the campus is operationally prepared each day by opening campus, verifying building readiness, and proactively addressing operational concerns prior to the arrival of students and staff.
- Oversee the school's substitute teacher coordination process, ensuring daily classroom coverage through effective scheduling and communication with school leaders and staff.
- Develop systems that ensure continuity of operations during planned and unexpected staff absences.
- Develop, monitor, and manage the annual operations and campus services budget.
- Collaborate with school leaders to align operational priorities with instructional, artistic, and organizational goals.
- Prepare operational reports, recommendations, dashboards, and presentations for the Head of School and Senior Leadership Team.

- Maintain a culture of exceptional customer service while supporting students, families, faculty, staff, vendors, and community partners.
- Perform other duties as assigned.

Facilities & Campus Management

- Oversee the maintenance, appearance, cleanliness, safety, and functionality of all campus buildings, grounds, and infrastructure.
- Develop and implement a comprehensive preventive maintenance program.
- Conduct daily campus walkthroughs to identify maintenance needs, safety concerns, custodial issues, and opportunities for improvement.
- Coordinate routine, preventive, and emergency maintenance with contracted vendors.
- Monitor the quality and timeliness of all vendor work and ensure services meet established expectations.
- Maintain facility drawings, warranties, operating manuals, maintenance records, inspection reports, and service histories.
- Coordinate facility setup and operational support for performances, productions, community events, board meetings, rentals, and other special events.
- Manage facility use requests, room reservations, and campus scheduling in collaboration with school leadership.
- Ensure the campus remains attractive, welcoming, and fully operational throughout the year.

Building Systems & Vendor Management

- Maintain a working knowledge of commercial building systems, including HVAC, plumbing, electrical, fire alarm, fire suppression, security cameras, access control, elevators, irrigation, utilities, and building automation systems.
- Diagnose operational issues and coordinate the appropriate vendors to resolve problems efficiently.
- Serve as the primary liaison for all facilities, maintenance, security, custodial, landscape, technology, and other operational vendors.
- Solicit bids, negotiate contracts, monitor vendor performance, and ensure high-quality service delivery.
- Coordinate capital improvement and campus improvement projects.
- Maintain current documentation for all building systems, vendor contacts, service contracts, warranties, manuals, keys, passwords, inspection schedules, and operating procedures to ensure operational continuity.

Safety, Security & Emergency Preparedness

- Serve as the school's Safety Officer.
- Serve as the primary point of contact for all campus fire alarms, intrusion alarms, building security systems, and emergency operational notifications.
- Respond to after-hours operational emergencies and coordinate with emergency responders, vendors, and school leadership as necessary.
- Lead implementation and continuous improvement of the school's Emergency Operations Plan.
- Coordinate required emergency drills, staff safety training, and crisis preparedness activities.
- Oversee campus security systems, visitor management, key control, and electronic access systems.
- Ensure all fire alarm, fire suppression, security, and life safety systems are inspected, tested, maintained, and fully operational.
- Coordinate inspections required by regulatory agencies and insurance providers.
- Investigate workplace safety incidents and maintain required documentation.

- Maintain collaborative relationships with local emergency responders and community partners.

Operational Systems & Technology

- Serve as the primary liaison with the school's managed IT services provider.
- Monitor vendor performance and ensure timely resolution of technology support requests.
- Coordinate technology purchasing, inventory management, and equipment lifecycle planning.
- Oversee operational technology systems, including security systems, access control, communications, building automation, and related infrastructure.
- Ensure continuity of operational access to all critical systems through effective documentation and vendor coordination.
- Collaborate with school leadership to ensure operational technology supports organizational priorities.

Operational Data & Continuous Improvement

- Develop and maintain operational dashboards, spreadsheets, and reports using Microsoft Excel, Google Sheets, and other reporting tools.
- Analyze operational data to identify trends, improve efficiency, reduce costs, and support strategic decision-making.
- Develop systems to monitor work orders, maintenance schedules, vendor performance, substitute coverage, asset inventories, budgets, utilities, and operational metrics.
- Maintain accurate operational records and documentation supporting compliance and organizational effectiveness.
- Recommend and implement process improvements that enhance efficiency, accountability, and customer service.
- Present operational metrics and recommendations to the Head of School and Senior Leadership Team.

Additional Operational Responsibilities

- Oversee campus key distribution, access credentials, and building access procedures.
- Coordinate transportation services and operational logistics for school activities.
- Oversee implementation of the National School Lunch Program in partnership with the school's food service provider.
- Monitor utility usage and collaborate with the Business Office to ensure responsible stewardship of school resources.
- Maintain fixed asset inventories in collaboration with the Business Office.
- Support procurement, purchasing, inventory management, and operational planning across departments

Minimum Qualifications

- Bachelor's degree in Operations Management, Business Administration, Facilities Management, Project Management, Public Administration, or a related field preferred; equivalent combination of education and relevant experience may be considered.
- Minimum of five years of progressively responsible experience in operations, facilities management, campus services, project management, or a related operational leadership role.
- Demonstrated experience managing vendors, contracts, budgets, and operational projects.
- Experience developing and implementing systems, procedures, and processes that improve organizational efficiency.
- Experience using data, spreadsheets, and reporting tools to track performance, identify

trends, and support decision-making.

- Demonstrated ability to manage multiple priorities, respond effectively to urgent situations, and maintain a high level of organization in a fast-paced environment.
- Experience supervising staff and/or coordinating the work of contractors and service providers.
- Active Arizona Department of Public Safety Identity Verified Prints (IVP) Fingerprint Clearance Card or ability to obtain one upon hire.
- Valid Arizona driver's license and reliable transportation.
- Ability to work occasional evenings, weekends, and extended hours as needed to support school events, emergencies, and campus operations.

Preferred Qualifications

- Experience working in a K–12 school, charter school, higher education, nonprofit, or public sector environment.
- Experience managing facilities operations for a multi-building campus.
- Knowledge of commercial building systems including HVAC, electrical, plumbing, fire/life safety systems, security systems, and building automation systems.
- Experience managing construction, renovation, or capital improvement projects.
- Experience managing outsourced IT, facilities, custodial, security, or other service vendors.
- Advanced proficiency in Microsoft Excel or Google Sheets, including formulas, pivot tables, dashboards, and data analysis.
- Experience with work order management systems, facility management software, or operational tracking systems.
- Knowledge of Arizona school safety requirements, compliance expectations, and operational regulations.

Required Knowledge, Skills, and Personal Characteristics

- **Operational Leadership & Systems Thinking**
Ability to lead comprehensive campus operations, develop sustainable systems and procedures, and create processes that support organizational effectiveness and student success.
- **Facilities & Campus Management Knowledge**
Working knowledge of commercial building systems, preventative maintenance practices, safety requirements, and facility operations; ability to diagnose issues and coordinate appropriate vendor solutions.
- **Vendor & Contract Management**
Ability to manage external service providers, evaluate vendor performance, oversee contracts, and ensure high-quality, cost-effective service delivery.
- **Project Management & Prioritization**
Strong organizational skills with the ability to manage multiple projects, prioritize competing needs, meet deadlines, and coordinate complex operational initiatives.
- **Data Analysis & Reporting**
Ability to collect, analyze, and communicate operational data; develop spreadsheets, dashboards, and reports that support informed decision-making and continuous improvement.
- **Technology & Operational Systems Management**
Ability to oversee technology and operational systems through effective vendor partnerships, documentation, asset management, and process improvement.
- **Safety, Risk Management & Emergency Response**
Knowledge of safety protocols, emergency preparedness, compliance requirements, and the ability to respond calmly and effectively during urgent situations.

- **Communication & Relationship Building**

Exceptional written and verbal communication skills with the ability to build positive relationships with students, families, staff, vendors, contractors, and community partners.

- **Problem Solving & Continuous Improvement**

Proactive, solution-oriented mindset with the ability to identify challenges, recommend improvements, and implement effective solutions.

- **Leadership, Accountability & Professionalism**

Demonstrated integrity, reliability, sound judgment, attention to detail, and the ability to work independently while collaborating as a member of the Senior Leadership Team.

Salary and Benefits

- Compensation commensurate with experience.
- Full-time position with benefits.
- Member of Arizona State Retirement System.

Interested candidates should submit the following via e-mail to employment@goasa.org:

- Cover letter
- Resume
- Three letters of reference
- [ASA Application for Employment](#) found on the website.

Please note, Arizona School for the Arts is unable to sponsor visa applications for candidates for employment.

ASA is an equal opportunity employer. Discrimination against an otherwise qualified individual with a disability or any individual by reason of race, color, religion, sex, national origin, age, genetic information, or veteran status is prohibited. Efforts will be made in recruitment and employment to ensure equal opportunity in employment for all qualified persons.