



**Organization:** Guilford Green Foundation & LGBTQ Center

**Location:** On-Site, 121 N. Greene Street, Greensboro, NC 27401

**Position for Hire:** Center Engagement Manager

**Start Date:** March 2026

**Application Open until Filled, Initial Application Deadline:** Feb. 27, 2026

**Send requirements (cover letter and resume) to:** [bess.newton@ggfn.org](mailto:bess.newton@ggfn.org)

### **Position Summary:**

The Center Engagement Manager plays a central role in ensuring the Guilford Green Foundation & LGBTQ Center operates as a welcoming, safe, and efficient community hub. This position blends operational leadership, center management, volunteer coordination, and community training responsibilities. The manager oversees daily Center operations, leads strategic and special projects, supports grant fulfillment, and ensures the Center's physical and technological infrastructure meets the needs of staff, volunteers, and community members. A strong commitment to advancing equality and inclusion for LGBTQ+ communities is essential.

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### **Key Responsibilities:**

#### **Center Operations Leadership**

- Oversee all day-to-day operations of the LGBTQ Center, ensuring a warm, affirming, and well-organized environment for visitors, volunteers, and program participants.
- Supervise front desk and visitor services, ensuring consistent, high-quality customer service and resource guidance.
- Manage facility logistics, including space usage, cleanliness, supplies, and vendor relationships.
- Ensure public areas (lobby, meeting rooms, kitchen, restrooms) remain clean, stocked, and welcoming, coordinating light cleaning tasks and maintenance reporting.
- Maintain and improve operational systems, processes, and procedures to enhance efficiency and community experience.
- Support meeting and event setup, ensuring technology and materials are prepared for internal and external groups.

#### **Community Training & Capacity Building**

- Coordinate and lead training initiatives for volunteers, staff, and community partners, including orientation, skill-building, and LGBTQ+ cultural competency sessions.
- Develop and deliver community-focused training modules that strengthen local understanding of LGBTQ+ issues, inclusive practices, and resource navigation.
- Support grant-funded training programs by ensuring deliverables, documentation, and reporting requirements are met.
- Serve as a knowledgeable resource for visitors seeking community services, connecting them with appropriate staff or external partners.

## **Volunteer Recruitment & Management**

- Assist in developing and implementing a comprehensive volunteer program strategy, including recruitment, onboarding, training, scheduling, and retention.
- Supervise volunteers supporting daily Center operations, ensuring clarity of roles, ongoing support, and recognition.
- Maintain volunteer records, track hours, and provide data for internal and grant-related reporting.
- Foster a positive, inclusive, and supportive volunteer culture.

## **Special Projects & Strategic Initiatives**

- Lead planning, execution, and monitoring of high-priority special projects that advance organizational goals.
- Collaborate with the Executive Director and Development Manager to ensure alignment with strategic priorities.
- Manage project timelines, budgets, and deliverables, ensuring successful completion.

## **Grant Fulfillment & Reporting**

- Partner with ED and DM on the grant fulfillment processes, ensuring compliance with requirements and timely submission of deliverables.
- Collect and analyze data related to Center usage, volunteer engagement, and program participation.
- Prepare grant reports and assist with identifying new funding opportunities.
- Support occasional grant writing tasks as assigned.

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## **Qualifications & Skills**

### **Required**

- 3–5 years of experience in operations management, center management, project management, or volunteer coordination (nonprofit experience preferred).
- Strong leadership and organizational skills with the ability to manage multiple priorities.
- Excellent interpersonal and communication skills with the ability to engage diverse audiences.
- Experience delivering or coordinating training programs.
- Proficiency with Microsoft Office Suite, project management tools, and basic technology troubleshooting.
- Demonstrated commitment to LGBTQ+ equality, inclusion, and cultural competency.
- Ability to maintain confidentiality and handle sensitive information with care.
- Flexibility to work occasional evenings or weekends.

## **Preferred**

- Experience in grant management and reporting
- Familiarity with volunteer management systems and website content management (e.g., WordPress).
- Experience working in a community center or public-facing nonprofit environment.