



Administrative & Facilities Coordinator

ABOUT CITY OF ASYLUM PITTSBURGH

City of Asylum Pittsburgh is a 501(c)(3) nonprofit that builds a just community by protecting and celebrating freedom of creative expression. We provide sanctuary to endangered literary writers and artists, so that they can continue to create and their voices are not silenced.

We offer a broad range of free literary, arts, and humanities programs in a community setting to build social equity through cultural exchange. And by transforming dilapidated properties into homes for our programs, we anchor neighborhood economic development.

City of Asylum was founded in 2004 and is the largest writer sanctuary in the world. Located in Pittsburgh, PA, we are the U.S. headquarters of the International Cities of Refuge Network (ICORN), and do important work locally, nationally, and globally. We present over 120 free arts and humanities programs annually in Pittsburgh. Our international peers now deem us “the model for what a City of Asylum can be...expanding the idea of what is possible.” Our neighbors credit us with breaking down barriers of race, gender, and class in our community.

JOB DESCRIPTION

The Administrative & Facilities Coordinator reports to the Chief Operating Officer and plays a central role in supporting the day-to-day operational functions of the organization. This position oversees administrative coordination and operational support across multiple facilities and organizational functions, including residential properties, facilities operations, board administration, residency support, and select bookstore operations. This is a highly collaborative, hands-on role for someone who is organized, proactive, adaptable, and comfortable managing a wide variety of responsibilities in a mission-driven environment.

GENERAL DUTIES & RESPONSIBILITIES

Administrative & Board Support

- Administrative Support
 - Provide administrative and organizational support to the COO and broader organizational operations
 - Assist with hiring and onboarding processes, including posting positions, scheduling interviews, coordinating candidate communication, and preparing onboarding materials
 - Maintain and improve administrative systems, templates, forms, and organizational materials to ensure consistency and efficiency
 - Monitor and order office and common-area supplies
 - Answer and direct phone calls and general inquiries, as needed
 - Identify administrative inefficiencies and recommend improvements to workflows

- Board Support
 - Coordinate scheduling and logistics for Board and Board committee meetings in collaboration with the Executive Director, COO, and Board members
 - Organize, distribute, and maintain Board materials and records
 - Support accurate documentation and organization of Board-related files and communications

Operations & Facilities Management

- Support the operations, maintenance, and upkeep of multiple facilities owned or operated by City of Asylum, including a performance venue, offices, bookstore, restaurant, public garden space, six residential row houses, and eight rental apartments
- Conduct regular/weekly walkthroughs of all facilities and residential properties to proactively identify maintenance, safety, operational, and presentation needs
- Manage and ensure proper documentation of building operations and systems, including fire and life safety systems, building security, utilities, cleaning, parking, and preventative maintenance, and facilities procedures across all properties.
- Ensure facilities operations comply with applicable health, safety, regulatory, and legal requirements, and all required inspections are current, documented, and completed on schedule
- Coordinate preventative maintenance and repairs for buildings, equipment, and operational systems
- Manage relationships with facility-related vendors and contractors, including maintenance, janitorial, security, landscaping, and other operational service providers
- Coordinate and oversee contracted work, maintain vendor agreements and records, and ensure timely processing of invoices and payments
- Monitor quality and consistency of contracted services and proactively address operational concerns
- Manage and organize venue rentals, including preparation and coordination of associated agreements and logistics
- Serve as primary point of contact for urgent facility, tenant, residency, security, or operational concerns outside standard working hours, coordinating appropriate response and escalation as needed

Residential Property & Residency Support

- Residency Program Support
 - Coordinate maintenance and operational needs for City of Asylum's residential row houses in collaboration with the Residency Manager and writers in residence
 - Communicate with writers in residence regarding maintenance, inspections, facilities concerns, and contractor or vendor access to residences
 - Perform periodic walkthroughs of residency properties to identify preventative maintenance and operational needs
 - Distribute utility bills and other relevant communications to writers in residence
 - Assist with onboarding and offboarding logistics for writers in residence, as needed

- Residential Apartment Management
 - Manage operations across eight residential rental units occupied by non-COA tenants
 - Coordinate leasing activities, including posting available units, scheduling tours, preparing leasing documents, overseeing renewals, and supporting tenant move-in/out
 - Serve as primary point of contact for tenant maintenance requests, operational communication, and property access coordination
 - Track rent payments and maintain organized leasing and tenant records

Bookstore Support

- Coordinate offsite bookstore events in collaboration with the Bookstore Manager
- Occasionally provide backup support for bookstore operations, including point-of-sale transactions, shelving, and returns

Organizational Participation

- Attend occasional evening or weekend programs, events, or community activities in support of City of Asylum's public programming and organizational presence (approximately 1-2 times per month)

Other responsibilities as assigned

COMPENSATION & BENEFITS

This is a full-time, exempt position with a flexible schedule.

- \$55,000 annual salary
- UPMC health plan with employer contribution of 50-60%
- Dental insurance with employer contribution of 50%
- Vision insurance available at employee's expense
- Short- and long-term disability insurance
- Ascensus Simple IRA with 3% match
- PTO: 12 days per year, with increase after 2nd year
- 10 paid holidays
- 20% discount at in-house bookstore and restaurant

EXPERIENCE & SKILLS

- Minimum:
 - 3-5 years relevant experience
 - Excellent organizational, problem solving, and time management skills
 - Strong written and verbal communication skills, including the ability to develop good working relationships with a wide variety of people
 - Ability to manage multiple projects and priorities simultaneously
 - Ability to work independently while maintaining strong collaboration and communication across teams
 - Strong attention to detail and follow-through
 - Valid driver's license and reliable personal transportation

- Preferred:
 - Prior experience in a nonprofit organization
 - Experience with facilities coordination, property management, or vendor management
 - Experience with project management tools such as Asana
 - Familiarity with Google Workspace

PHYSICAL REQUIREMENTS

This position requires regular on-site presence and active movement across multiple facilities. The Administrative & Facilities Coordinator must be able to:

- Walk between and throughout multiple buildings on a daily basis
- Stand and walk for extended periods of time
- Frequently climb stairs
- Conduct property inspections and access basements, storage spaces, rooftops, and other areas as needed
- Bend, kneel, crouch, reach overhead, and use hands and arms to handle, inspect, and move equipment or supplies
- Lift and carry up to 25 pounds
- Use a computer and standard office equipment for extended periods
- This role may require occasional work outdoors in varying weather conditions
- Respond to facility-related issues outside normal business hours, as needed

OTHER REQUIREMENTS

- Able to attend occasional evening or weekend programs or offsite events
- Full COVID-19 vaccination by the start of employment
- Commitment to the values of equity, diversity, and inclusion
- Interest in literature, the arts, human rights, and/or international issues

NON-DISCRIMINATION POLICY

City of Asylum Pittsburgh is an Equal Opportunity Employer. We celebrate diversity and are committed to creating an inclusive environment for all employees. It is our policy to be fair and equitable in our relations with our employees and applicants. Recruitment, hiring, placements, transfers and promotions, selection for training opportunities, wage and salary administration, decisions regarding separation from employment, layoffs, returns from layoffs, family care leave, social and recreational programs, and the application of all benefits and policies are based on individual qualifications for the positions being filled, and are also to be administered regardless of race, color, religion, ancestry, national origin, age (40 or older), sex, sexual orientation, gender, gender identity, marital status, political affiliation, veterans' status, disabilities (physical and mental), medical condition (including cancer and HIV status), and any other characteristic protected by law. City of Asylum is committed to results-oriented management aimed at achieving equal employment opportunity and shall apply good faith efforts to seek out, employ, train, and promote women and minority group members. If, because of a disability, you need accommodations in completing this application or to participate in an interview, please contact us at info@cityofasylum.org or call 412-435-1110.

HOW TO APPLY

City of Asylum is dedicated to building a culturally diverse and equitable environment and we strongly encourage applications from BIPOC (Black, Indigenous, People of Color) candidates. In building an equitable work environment, the organization values diverse backgrounds, perspectives, and skill sets. City of Asylum is committed to building a team that reflects its values and encourages all interested candidates to apply.

To apply, please send a cover letter and resume to jobs@cityofasylum.org with "Administrative & Facilities Coordinator" in the subject line.