



“Music deepens the sensitivity, understanding and intelligence of our students while opening their eyes to the world.” - Federico Cortese, Music Director

Director of Facilities

Department	Operations
Reports to	Chief Operating Officer
Position level	Director; full-time
Primary location	BYSO Youth Center for Music, 235 Huntington Avenue, Boston, Massachusetts
Managed footprint	Approximately 45,000 square feet: the three-story, approximately 41,000-square-foot YCM in Boston's Back Bay/Fenway area and approximately 4,000 square feet of leased office space on the Boston University campus
Organization-wide scope	A \$6 million organization; all BYSO-occupied locations; physical assets; equipment and space leases; facilities and infrastructure service providers
Schedule	Primarily on site, with periodic evening and weekend work and emergency response availability
Supervision	Facilities staff, if assigned, plus contractors, vendors, and outsourced property and technology service providers

THE OPPORTUNITY

Reporting to the Chief Operating Officer, the Director of Facilities is accountable for the safe, reliable, compliant, cost-effective, and welcoming operation of BYSO's physical environments and supporting infrastructure. The managed footprint is approximately 45,000 square feet: the three-story, approximately 41,000-square-foot Youth Center for Music (YCM) in Boston's Back Bay/Fenway area and approximately 4,000 square feet of leased office space on the Boston University campus. The Director also administers organization-wide space and equipment leases, furniture, fixtures, equipment, and other physical assets.

The Director leads BYSO's property operations and oversees all facilities-related service providers. The scope of work encompasses preventive maintenance, work orders, vendor contracts, operating records (inspections, warranties, service histories, permits, etc.), compliance coordination, short-term rentals, budgets, and capital project oversight. The Director also serves as the project lead for evaluating and, if

approved, implementing a potential separation of BYSO's technology services from Boston University, coordinating qualified technical providers and maintaining continuity throughout the transition.

Role orientation: This is a hands-on director role. Success requires disciplined systems, strong vendor and project management, sound judgment under pressure, and a visible on-site presence - not simply the administration of outsourced contracts.

WHAT SUCCESS LOOKS LIKE

- A reliable preventive maintenance and work-order system that reduces avoidable downtime, identifies emerging issues early, and provides clear service levels and status reporting.
- A current organization-wide register of space leases, equipment leases, service agreements, notice dates, insurance requirements, warranties, and renewal or termination decisions.
- A complete physical asset and critical-systems inventory, supported by lifecycle, replacement, warranty, and capital-planning information.
- Safe, secure, clean, accessible, and event-ready spaces, supported by tested emergency plans, current inspections, trained staff, and clear after-hours response protocols.
- A decision-ready technology separation plan - and, if approved, an orderly transition - with defined requirements, costs, vendors, controls, milestones, and business-continuity safeguards.
- An increased rental income pipeline achieved through effective utilization, pricing, service, and operational management.

RESPONSIBILITIES

1. Facility & Workplace Operations

- Direct the daily operation, maintenance, repair, cleanliness, access, and readiness of the YCM and coordinate BYSO's facility obligations at its Boston University-leased space and any other occupied locations.
- Conduct regular site walks and condition inspections; maintain a prioritized work-order log; determine the appropriate internal or external response; and verify timely, complete, and high-quality closeout.
- Develop, document, and enforce practical operating procedures for opening and closing, room setup, building access, deliveries, parking, access and credentials, service calls, severe weather, and other recurring processes.
- Coordinate space readiness with operations, development, event, and administrative teams while preserving appropriate safety, capacity, access, and building-use standards.
- Maintain an on-call and escalation structure for critical facility failures and provide or coordinate reasonable after-hours response.

2. Building Systems, Maintenance & Service Providers

- Establish and manage preventive and corrective maintenance programs for the building and core systems, including HVAC, electrical, plumbing, fire and life safety, elevators and lifts, security and access control, audiovisual and telecommunications infrastructure, and other facility equipment, as applicable.

- Source, competitively evaluate, negotiate, onboard, direct, and assess vendors and contractors for cleaning, security, pest control, HVAC, plumbing, electrical, waste, specialized inspections, piano tuning, and other services.
- Define service expectations and escalation paths; monitor vendor performance, response times, quality, safety practices, staffing, invoices, contract compliance, and value for money; address any persistent performance gaps.
- Maintain current vendor lists, emergency contacts, certificates of insurance, scopes of work, service histories, operating logs, warranties, as-built drawings, manuals, and other facility records in systems controlled by BYSO.
- Maintain appropriate inventory controls for tools, replacement parts, supplies, keys, credentials, and critical spares.

3. Leases, Contracts & Physical Asset Stewardship

- Maintain a centralized register and document repository for BYSO's real estate and space leases, equipment leases such as copiers, and recurring facilities and infrastructure service agreements.
- Track responsibilities, payment terms, service levels, insurance requirements, renewal and termination windows, notice dates, warranties, and other operational obligations; initiate reviews early enough to preserve BYSO's options.
- Coordinate operational, financial, insurance, and legal review of facilities-related agreements with the COO, Finance, and legal counsel; recommend appropriate action and implement approved decisions. Establish and maintain an organization-wide asset register for furniture, fixtures, equipment, keys, technology hardware, and other physical assets, including location, custodian, condition, warranty, useful life, and replacement status.
- Plan and coordinate purchases, moves, storage, disposition, and replacement of physical assets in accordance with BYSO approval, accounting, data-security, and disposal requirements.

4. Safety, Security, Compliance & Emergency Preparedness

- Maintain a safe and secure building environment, while being particularly mindful that BYSO is a youth-serving organization with a public-facing facility.
- Maintain and test emergency response, evacuation, shelter, incident notification, utility failure, severe weather, and continuity procedures; schedule drills and document corrective actions.
- Coordinate required permits, licenses, inspections, certifications, and remediation activities with qualified professionals and relevant public authorities; maintain a compliance calendar and complete records.
- Oversee operational compliance with applicable building, fire and life-safety, accessibility, environmental, occupational safety, public assembly, lease, and insurance requirements, escalating matters requiring legal or technical interpretation.
- Document and promptly escalate incidents, injuries, property damage, service interruptions, suspected environmental issues, code concerns, or potential claims; preserve relevant records and coordinate with Finance/HR, insurers, counsel, and authorities as directed.
- Manage security personnel and service providers and coordinate the effective operation of alarms, cameras, access control, emergency communications, and related systems.

5. Budget, Procurement, Reporting & Sustainability

- Develop and manage annual facilities operating and capital budgets in partnership with the COO and Finance; prepare forecasts, variance explanations, funding requests and multi-year asset replacement and deferred-maintenance plans.

- Review and code invoices, payment applications, change requests, and supporting documentation for accuracy, authorization, completion, and budget alignment before submitting them to Finance.
- Use competitive bidding and disciplined procurement practices appropriate to scope, risk, and value; identify savings while protecting safety, reliability, service quality, and long-term value.
- Track and report practical performance measures, including preventive maintenance completion, open work orders, critical downtime, vendor service levels, budget variance, utility consumption, compliance status, incidents, and rental readiness.
- Monitor energy, water, waste, and other operating usage; recommend cost-effective sustainability and efficiency improvements; and verify realized benefits.

6. Rentals & Event Operations

- Oversee the facilities component of short-term rentals and outside use of the YCM, including intake, availability coordination, building rules, access, setup requirements, service requirements, insurance documentation, deposits, payments, and damage assessment.
- Maintain organized, centralized records for inquiries, bookings, contracts, certificates of insurance, correspondence, invoices, payments, and post-event issues, working closely with Finance and other internal owners.
- Ensure spaces are safe, clean, properly configured, and operationally ready for BYSO rehearsals, performances, activities, rentals, and special events.
- Coordinate with Operations regarding space readiness for BYSO rehearsals, performances, and activities. Operations is responsible for setup and breakdown for BYSO rehearsals and programs.
- For outside rentals, confirm setup and equipment requirements and ensure approved furniture and equipment are available and prepared for renter use. Renters are responsible for setting up and breaking down the space and returning furniture and equipment as directed. Collaborate with Operations regarding instrument-related needs for rentals, including availability, handling, placement, and return.
- Analyze rental utilization, revenue, direct operating costs, and recurring issues; research and develop rental pricing structures and rate strategies; and make recommendations to leadership regarding pricing, policies, and program improvements.

7. Capital Projects & Long-Range Planning

- Maintain a prioritized multi-year facilities and infrastructure plan based on condition, risk, compliance, service continuity, mission impact, lifecycle cost, and available funding.
- Lead or coordinate approved repairs, renovations, capital improvements, and infrastructure projects from scoping through closeout, using qualified architects, engineers, consultants, and contractors where required.
- Develop scopes, schedules, budgets, bid packages, and vendor recommendations; coordinate approvals and permits; lead progress meetings; track risks, changes, costs, and milestones; and escalate material variances promptly.
- Review project invoices, change orders, lien releases, inspections, punch lists, training, warranties, as-built drawings, operating manuals, and other closeout documents before final completion and payment recommendation.
- Coordinate outages, tie-ins, access, safety controls, and business-continuity measures so projects minimize disruption to students, programs, staff, and renters.
- Work with the Facilities Board Committee, CEO, and COO to plan and implement the separation of BYSO's heating and cooling systems from the Christian Science Church, including technical, financial, operational, and project considerations.

8. Technology & Infrastructure

- Serve as the internal business owner and project lead for assessing BYSO's technology dependencies on Boston University and, if authorized, implementing an orderly separation or replacement of those services.
- Document current services, assets, licenses, contracts, data flows, users, support needs, security and privacy requirements, risks, costs, and transition dependencies; develop options and a decision-ready roadmap.
- Coordinate procurement and delivery by qualified managed-service, network, telecommunications, cybersecurity, audiovisual, and other technical providers; manage scope, schedule, budget, service levels, acceptance, documentation, and continuity.
- Maintain lifecycle records for assigned technology hardware and physical infrastructure and coordinate reliable ongoing vendor support after transition.
- The Director is not expected to personally perform advanced network engineering, cybersecurity, data privacy, or systems-administration work; those functions should be delivered or validated by appropriately qualified professionals.

Other duties and responsibilities, as assigned.

REQUIRED QUALIFICATIONS

- Five or more years of progressively responsible experience in facilities management, property operations, building engineering, construction management, campus operations, or a closely related field, including meaningful responsibility for vendors, budgets, and projects.
- Demonstrated experience establishing preventive maintenance and work-order disciplines and managing the performance of outsourced service providers.
- Working knowledge of commercial building systems and maintenance practices, including HVAC, electrical, plumbing, fire and life safety, security and access control, building envelope, and related infrastructure.
- Experience administering contracts, leases, procurement, certificates of insurance, warranties, compliance records, and renewal calendars in partnership with finance and legal stakeholders.
- Experience planning and delivering repair, renovation, capital, or infrastructure projects with disciplined control of scope, schedule, budget, risk, change orders, quality, and closeout.
- Strong financial and analytical capability, including operating and capital budgets, forecasts, variance analysis, invoice review, vendor economics, and lifecycle-cost decisions.
- Strong systems aptitude and comfort with work-order or facilities-management systems, asset registers, spreadsheets, shared document repositories, scheduling tools, building controls, and vendor platforms.
- Sound judgment, calm emergency response, strong written and verbal communication, high follow-through, and the ability to work effectively with students, families, staff, artistic personnel, renters, contractors, public authorities, and executive leadership.
- Commitment to child safety and to maintaining a respectful, welcoming, accessible, and service-oriented environment.
- Careful attention to detail.

PREFERRED QUALIFICATIONS & SKILLS

- Bachelor's degree in facilities management, engineering, construction management, architecture, business administration, project management, or a related discipline; substantial relevant experience may be considered in lieu of a degree.

- Experience in a performing arts, education, nonprofit, youth-serving, public assembly, institutional, or multi-site environment.
- Ability to read and interpret plans, specifications, schematics, operating manuals, leases, and technical documentation.
- Professional credential such as Certified Facility Manager (CFM), Facility Management Professional (FMP), Project Management Professional (PMP), OSHA 30, or a comparable qualification.
- Demonstrated ownership, accountability, and sound operational judgment, with the ability to prioritize safety, service continuity, quality, cost, urgency, and long-term asset stewardship.
- Strong vendor and project leadership skills, including setting expectations, monitoring performance, coordinating work, resolving issues, and ensuring timely completion of facilities tasks.
- Effective planning and systems discipline, with the ability to establish repeatable processes, maintain effective records and metrics, and bring structure and follow-through to ongoing facilities operations.
- Collaborative, service-oriented approach with strong communication skills; builds effective relationships across teams, communicates clearly and proactively, and raises risks and issues in a timely manner.

WORK ENVIRONMENT & PHYSICAL REQUIREMENTS

- This is a primarily on-site role, primarily based out of the BYSO Youth Center for Music located at 235 Huntington Avenue in Boston, MA, with regular movement throughout facilities, including stairs, mechanical and storage areas, and other building spaces required for inspection and oversight.
- The position may require use of ladders, exposure to normal maintenance and construction environments, and occasional lifting or movement of furnishings, supplies, or equipment up to approximately 50 pounds, with or without reasonable accommodation.
- The Director must be able to respond to time-sensitive building needs and may periodically work evenings, weekends, or holidays based on the program, rental, project, or emergency schedule.
- Employment is subject to BYSO's applicable background-check, child-safety, and other employment requirements.

LOCATION, COMPENSATION & BENEFITS

This is a full-time position with an expectation of 40 hours per week and occasional evening and weekend responsibilities. The base pay for this role will be \$90,000-\$95,000/year. Benefits include subsidized health, dental, and vision insurances; paid time off and holidays; and Massachusetts Paid Family Medical Leave, among others. Employees may also elect a Flexible Spending Account; life insurance; short- and long-term disability insurances; pet and identity protection plans; and other benefits as available through BYSO's professional employer organization.

ABOUT BYSO

Since its founding in 1958, the Boston Youth Symphony Orchestras (BYSO) has reached thousands of students across New England through a legacy of high-quality training, the brilliance of classical music, and the gift of human connection.

The mission of BYSO is to encourage musical excellence in a professional and supportive environment by providing the highest quality orchestra training and performance opportunities to qualified musicians, grades K-12, and making its programs accessible to underserved communities through financial assistance and outreach.

BYSO is one of the most prestigious, comprehensive, and remarkable youth orchestras in the nation. BYSO recently opened the doors to its iconic BYSO Youth Center for Music, which is giving young musicians from every corner of Boston and beyond unconditional opportunities to be immersed in music training and performance at the highest level. To learn more about BYSO please click [here](#).

TO APPLY

Interested candidates should submit a resume and cover letter to Leigh Carey, Director of Finance at lcarey2@bu.edu by Friday, October 9, 2026. Please reference the job title in the subject line.

EQUAL OPPORTUNITY EMPLOYER

Boston Youth Symphony Orchestras is a registered 501(c)3 organization and is committed to equity, diversity, and inclusion in all facets of the organization. BYSO welcomes applications from all qualified candidates regardless of age, race, gender, sexual orientation, disability, religion, or national origin.