



Hospitality House of Northwest NC Facilities Manager Job Description

The Facilities Manager is responsible for overseeing the maintenance of agency facilities; performing routine and minor maintenance to the heating and air conditioning equipment; maintaining plumbing systems, equipment and fixtures; performing minor facility repairs and overseeing major repairs; performing minor electrical repairs; overseeing fire and safety program; maintaining information and technology equipment including security system and computers; receiving, storing, inventorying and issuing supplies and materials and overseeing cleaning, grounds maintenance and landscaping functions at agency properties. The Facilities Manager is also responsible for securing required bids for projects per the agency's Procurement Policy, submitting contracts for project work and overseeing service contractors through the projects completion.

RESPONSIBILITIES:

1. Oversee day to day cleaning and maintenance of all facilities
 - a. Provide oversight for all facilities for cleanliness and general maintenance
 - b. Arrange for large unusable items either to be removed or hauled to the dump
 - c. Take excess donations to Goodwill for our Good Neighbor Partnership
 - d. Maintain outside of buildings, pick up debris, shovel snow and apply deicing compounds to sidewalk parking areas. Arrange for parking lot snow removal
 - e. Replace burned out light bulbs
2. Perform routine and minor maintenance to the heating and air conditioning equipment
 - a. Set heating, air conditioning and ventilation controls based on outdoor temperature
 - b. Perform routine maintenance recommended by the manufacturer
 - c. Arrange for professional annual maintenance of heating and air conditioning equipment
 - d. Troubleshoot problems and arrange for needed repair in consultation with Executive Director
 - e. Perform other related work as required
3. Maintain plumbing systems, equipment and fixtures and solar panels
 - a. Perform needed maintenance on all plumbing equipment as abilities will allow
 - b. Ensure the safe and efficient operation of fixtures and the function of solar panels supplementing hot water and electricity to the building.
 - c. Repair water leaks, unclog sewer lines and drains, clear commode and sink drains
 - d. Maintain and complete minor repairs on hot water heaters and garbage disposal
 - e. Implement Town of Boone Grease Prevention Program
 - f. Arrange for major plumbing repairs in consultation with the Executive Director and the agency's Procurement Policy
 - g. Obtain competitive quotes for all major plumbing work
 - h. Perform other related work as required
4. Perform minor facility repairs and oversee major repairs
 - a. Maintain list of repair needs and prioritize needs, present to Facilities Committee

- b. Determine type and quantities of materials needed
 - c. Communicate, perform and/or arrange for needed major repairs in consultation with the Executive Director
 - d. Obtain competitive quotes for all major repair work, per the agency's Procurement Policy.
 - e. Perform minor repairs on appliances as abilities will allow
 - f. Perform other related work as required
5. Perform minor electrical repairs
 - a. Perform minor electrical repairs
 - b. Communicate and arrange for needed major electrical work in consultation with the Executive Director and the agency's Procurement Policy
 - c. Obtain competitive quotes for all major electrical work
 - d. Perform other related work as required
 6. Oversee Fire and Safety Program for all Facilities
 - a. Insure that all staff have received fire and safety training
 - b. Insure that weekly fire and safety inspections are completed at all facilities
 - c. Insure that all fire and safety equipment are functioning as intended and complete needed maintenance and repairs
 - d. Coordinate quarterly fire drill
 - e. Coordinate annual fire inspections
 - f. Arrange to have all fire extinguishers recharged annually
 - g. Perform other related work as required
 7. Manage agency materials related to maintenance and repairs as well as paper goods and hygiene supplies
 - a. Maintain inventory records and tracking system
 - b. Determine appropriate places for storage
 - c. Rotate stock as needed
 - d. Other duties as assigned
 8. Oversee grounds maintenance and landscaping functions at facility
 - a. Perform or arrange for ground maintenance and landscaping functions such as grass mowing, weeding, asphalt and concrete repair and dumpster cleanup
 - b. Insure that the grounds, grass, shrubbery, trees, walkways, steps and retaining walls are maintained and in safe working order
 9. Participate in training
 - a. Attend initial orientation, develop a working knowledge about program policies and procedures
 - b. Develop training and initiate in areas related to safety procedures and prevention
 - c. Develop a working knowledge base about program policies and procedures
 - d. Participate in appropriate training functions in order to update skills and to acquire new skills
 - e. Attend and participate in monthly staff meetings
 10. Google Drive and Information Technology
 - a. Oversight and training for staff of Google Drive system, computer and email assignments
 - b. Maintain work order list for IT repair and maintenance
 - c. Oversight additional related technology systems-phones, copier contracts, keyless entry system
 11. Supervise and Train Facilities Specialist

This position does require use of a private vehicle in meeting the responsibilities of the position.

SUPERVISION

The Facilities Manager works independently in planning and executing daily activities. This position requires an individual that is a self starter who is organized and can handle multiple responsibilities under pressure. In addition, this position requires a diverse range of skills related to institution maintenance and repair and the person in this position must be able to physically perform the duties and operate a variety of equipment. The primary supervisor for this position is the Executive Director. The Executive Director will meet with the Facilities Manager at least once a week for supervision, review of project work, and planning purposes. Weekly meetings are available as needed. Performance is reviewed through observation, monitoring of records and documents, and job performance reviews.

KNOWLEDGE, SKILLS AND ABILITIES

Required:

- Possession of a valid driver's license issued by the State of North Carolina and ability to meet agency standards for use of vehicles for agency related business.
- Ability to work well with others and to be a team player.
- Ability to exercise independent judgment and initiative in completing work assignments
- Ability to read a variety of correspondences, reports, forms, work orders, time sheets, etc.
- Ability to follow oral and written instructions
- Ability to apply common sense understanding to carry out instructions and in dealing with problems
- Knowledge and skill in the following areas:
 - Cleaning procedures and the use of cleaning materials
 - Heating, air conditioning and ventilation
 - Plumbing systems, equipment and fixtures
 - Facility maintenance and repair
 - Electrical systems and equipment
 - Solar panel systems and equipment
 - Fire safety systems
 - Information and Technology including security and computer systems
 - Inventory Control
 - Ground maintenance and landscaping
- Proficient computer skills
- Graduation from high school, preferably supplemental vocational training in heating and HVAC, electrical, plumbing, and associated trades and some experience in solar sustainable practices

Required:

- Comfort in working in an environment that serves a diverse population, this position interacts with clientele receiving services and must have skills to grow the mission and values of Hospitality House, www.hosphouse.org

Compensation is based on experience at a competitive hourly rate. Full-time benefits include employee health, dental and eye insurance. Paid sick and holiday leave and Simple IRA retirement.

Please submit Letter of Interest and Resume to:

Hospitality House of Northwest NC

Tina B Krause, Executive Director

PO Box 309 Boone, NC 28607

Or via Email: Director@hosphouse.org