

JOB DESCRIPTION

Position Title: Manager, Property & Facilities

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Position Reports to (Title): Chief Operating Officer

Date: January 2020

Department: Property & Facilities

Exempt/Non-Exempt: Exempt

1. Position Summary

Reporting to the Chief Operating Officer, the Manager, Property & Facilities is responsible for all physical property maintenance, operations, planning, environmental services, and security operations. As the head of these important areas, the position will be directly involved in supervising and setting the priorities for the Maintenance, Custodial, and Security team's daily responsibilities.

The Manager is responsible for planning, prioritizing, and executing the Facility Management Plan. The Manager will consider priorities as outlined in the Garden's strategic plan, input from stakeholders (internally & externally) and budget considerations. The Manager is a creative problem-solver dedicated to solutions that use Garden resources in an efficient and cost-effective manner.

The Manager, Properties & Facilities will play an important and diplomatic role in the organization, responsible for developing and maintaining constructive and collaborative relationships with all departments across the Gardens.

2. Essential Functions

Leadership

- Collaboratively assess and lead in all matters related to the Garden's physical plant.
- Anticipate challenges in coming years and prepare plans to mitigate
- Working with the Chief Operating Officer, the Director of Horticulture, Chief Executive Officer and Facilities & Grounds Board Committee, lead the Facility Management Plan. Planning responsibilities include long range planning, estimating, bidding, priority-setting and execution.
- Think strategically as it relates to deferred, preventative and daily maintenance to ensure that the Garden's aesthetic quality and structural integrity is consistent and reliable
- Assure departmental organization and systems reliably sustain facility operations in full compliance with all regulatory and safety standards.
- Coordinate with any federal, state and local agencies governing the facility's operation

Budget/Resources

- Oversee the maintenance, custodial and security budgets; manage credit cards, coding, purchase orders and approvals
- Ensure prior approval through leadership and/or Board per the Signature Authority Guidelines
- Working with the COO and CEO, generate, maintain and assure adherence to budgets and schedules for all facility services and capital projects
- Ensure respective departments are effectively structured to best serve the Garden's needs and meet operational financial objectives

Facilities Maintenance

- Working with the COO, proactively assess the structural integrity and equipment needs of Powell Garden buildings, structures, grounds and infrastructure

- Inspect and communicate concerns and needs in a timely manner allowing enough lead time to manage issues and provide estimates of all related expenses
- Manage preventative maintenance of the Gardens various buildings, structures, grounds and infrastructure
- Maintain grounds irrigation systems and wastewater treatment system
- Ensure all HVAC, Wastewater Treatment, building control systems, etc... are fully functioning, compliant and properly maintained and staff is appropriately trained and certified (if required)

Project Management & Execution

- Develop clear priorities, work flow and accountability of staff related to all projects within Manager's purview
- Manage and assign all projects through a work order system including a feedback loop to ensure requests were completed as expected
- Direct and control construction projects to ensure completion according to plans, specifications, schedules, and budgets
- Ensure service and operations standards with a focus on service, quality, timeliness and budgetary constraints
- Support special events, festivals, rentals and exhibitions by ensuring adequate staffing in custodial, maintenance and facility condition
- Collaborate with the Director of Horticulture on pest management, planning and implementation

Equipment and Inventory

- Define and implement necessary protocols, training and follow up related to all Garden equipment, vehicles and tools holding staff accountable for following the rules to protect the Garden's resources
- Inventory, track and maintain all tools for the Gardens
- Order and maintain adequate supplies
- Organize and keep all documents related to architecture, infrastructure, mechanical and garden design in one system for easy access

Custodial

- Create clear schedules for daily, weekly, monthly and annual custodial duties that align with the Garden's seasonal focus
- Delegate and monitor cleaning standards in assigned areas
- Support the rentals/special events department needs in the custodial department

Safety/Security

- Co-lead the Safety & Security Committee with the Director of Horticulture
- Develop and implement safety measures with key department leaders
- Manage the security team including protocols, processes, schedules and follow up
- Oversee the development of all emergency procedures related to property and facility management
- Ensure all Security, Health and Safety incidents are dealt with promptly, and that incident reporting procedures are implemented and monitored.
- Ensure that the Garden's facilities are properly secure each night
- Hire, train and supervise security guards.
- Coordinate with all departments and the Powell Gardens calendar to ensure security is scheduled appropriately for events.
- Maintain and communicate the security guard schedule.

Supervision

- Manage all staff in the maintenance, custodial and security departments
- Manage all operational vendor relationships as they relate to maintenance, custodial, security, equipment and vehicles
- Provide annual goals, key performance indicators and metrics to ensure the team clearly understands their priorities
- Ensure that the team understands the expectations of working at a botanical garden and train them to „see what the visitor sees“

3. Internal and External Contacts

Supervises:

Supervisor, Maintenance
 Electrician
 Assistant, Maintenance (2)
 Custodians (2.5)
 Security Team (4+)

Internal:

All levels of staff and volunteers

External:

Contractors, Vendors, Visitors

5. Consequence of Error

High standards must be upheld in all areas under this position. Advocacy and problem-solving are key to success for this person. Preventive maintenance of facilities, structure and equipment are required to ensure optimal performance and efficiency. Failure to do so may result in a poor aesthetic environment, loss of visitor engagement, trust from the community and money and resources.

6. Experience/Education

Education	BA/BS or equivalent combination of education and experience in construction, engineering, general contracting, architecture or related field
Experience	3-5 years’ experience in related field with specific focus on facility and property management; 3-5 years project management experience; 3-5 years in a leadership role with the ability to motivate, retain and recruit staff.
Knowledge	<ul style="list-style-type: none"> • Proficient in the use of technology to achieve goals; project management systems, MicroSoft Office/Excel, communication tools such as email, etc... • Ability to create, administer, monitor and report on business plans and budgets for operations functions. • Ability to read, analyze and interpret general business documents, contracts, technical procedures and regulations. • Capacity to work in a multitasking environment and the ability to be receptive to changing priorities, well under pressure, excellent time management, problem solving and analytical skills • Must be able to calculate and read measurements. • Ability to read blueprints, specifications other documents related to construction projects or building maintenance

	<ul style="list-style-type: none"> • Organizational ability with strong management and supervisory skills; ability to work with close attention to detail and to maintain confidentiality. • Ability to prioritize and execute projects • Supervisory experience and leadership ability. • Ability to understand and follow directions; notice small details • Operate necessary equipment and vehicle. • Valid driver's license.
Communications	Professional written and oral communication skills. Public speaking and training as required. Responsive
Core Competencies	<p>Action- Oriented and Nimble Learning Readily takes action on challenges, without unnecessary planning; identifies and seizes new opportunities; displays a can-do attitude in good and bad times; steps up to handle tough issues; learns quickly when facing new situations; experiments to find new solutions; takes on the challenge of unfamiliar tasks; extracts lessons learned from failures and mistakes</p> <p>Drives Results Has a strong bottom-line orientation – sets aggressive goals and high standards; persists in accomplishing objectives despite obstacles and setbacks; has a track record of exceeding goals successfully; pushes self and helps others achieve results; pursues everything with energy, drive, and the need to finish.</p> <p>Manages Conflict Step up to conflicts, seeing them as opportunities; asks questions and listens closely to all issues presented; finds common ground and drives to consensus, ensuring that all feel heard; defuses high-tension situations effectively.</p> <p>Optimizes Work Processes Designs processes and procedures that allow managing from a distance; seeks ways to improve processes, from small tweaks to complete reengineering; separates and combines tasks into efficient and simple workflow; thinks about the whole system, focuses efforts on continuous improvement; identifies and seizes opportunities for synergy and integration.</p> <p>Situational Adaptability and Decision Quality Picks up on situational cues and adjusts in the moment; readily adapts personal, interpersonal, and leadership behavior; understands that different situations may call for different approaches; can act differently depending on the circumstances: Makes sound decisions, even in the absence of complete information; relies on a mixture of analysis, wisdom, experience, and judgment when making decisions; considers all relevant factors and uses appropriate decision-making criteria and principles; recognizes when a quick 80% solution will suffice</p>

9. Physical Requirements/Work Environment

Must be able to lift 80 lbs; accomplish strenuous work on an ongoing basis in various weather conditions, including extreme heat and cold; with speed and accuracy; ability to work evenings and weekends as

required. Work may require occasional long periods of sustained standing. Position requires call availability as needed

Disclaimer Statement:

Every effort has been made to make your job description as complete as possible. However, this position description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job-related instructions and to perform any other duties requested by their department supervisor.

Accepted By: _____ Date: _____