Job Title: Director of Facility Services

FLSA Status: Exempt
Department: Facility Services
Reports To: Executive Director

SUMMARY
This position is responsible for the day-to-day management of the Center’s two buildings totaling 160,000 square feet, grounds and related services including leasing, maintenance, security, construction, conference and event services, member/tenant relations and other related support services provided by Facility Services staff and contract providers. This position is also a member of the Center’s Executive Team providing leadership to advance the work of RHEA.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

- Ensures that facilities (buildings and grounds) are well maintained, and that related services are effectively provided.
- Ensures that members receive the full range of support services included in leases and membership agreements. Fields requests from members and other tenants and resolves issues or refers them to other department directors or the Executive Director as appropriate.
- Supervises contracted services with security, housekeeping, vending and other contract service providers. Evaluates contract service performance and negotiates contract renewals. Ensures that all procurement is done in accordance with the Virginia Public Procurement Act and other applicable State and Center policies and procedures.
- Supervises assigned staff to achieve efficiency and effectiveness of facility services. Assists staff with assigned work as may be required by completion deadlines or other factors.
- Participates in the development of the organization’s plans and programs as a strategic partner, and provide input on decision-making issues affecting the organization.
- Develops and manages the facility services budget, monitors expenditures and revenues, and advises the Executive Director on operational requirements and long term facility issues.
- Ensures that conference and event services are efficiently and effectively managed and meet established goals.
- Enhances and/or develops, implements and enforces facility related policies and procedures that will improve the functioning and effectiveness of the Center including but not limited to updates of the Member Handbook, Emergency Operations Plan, and COOP.
- Accomplishes other tasks and projects as appropriately assigned or requested.
- Works as a “team player” with all RHEC staff to meet the expectations of the students, members, and the community.
Roanoke Higher Education Center
Job Description

- Maintains a safe and secure work environment through knowledge and application of building security, safety rules, and procedures.
- Works effectively with all co-workers, students, members, and other customers by showing respect for individual diversity.
- Responsible for construction and renovation projects.
- Serves as the RHEC Emergency Coordinator.
- Works effectively with member institutions regarding student parking areas and related policies.
- Responsible for all center leases, real estate, and space management.

SUPERVISORY RESPONSIBILITIES
- Building Superintendent
- Maintenance Technician
- Events Coordinator (Part-time)

JOB KNOWLEDGE, SKILLS AND ABILITIES
To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Buildings and grounds management including maintenance, repairs and construction.
- Working knowledge of building systems.
- Ability to lead and motivate employees.
- Contract negotiation and management skills.
- Strong analytical skill, interpersonal skills and the ability to handle multiple tasks simultaneously.
- Must be proficient in building systems software, the Microsoft Office Suite and use of the Internet.
- A professional appearance and telephone manner is essential.
- Must have good command of the English language, both oral and written, and must relate well to people at all levels of the organization.
- Some weekend/evening hours required.

EDUCATION AND/OR EXPERIENCE
- Bachelor’s degree in engineering, architecture, construction, property management or a related field
- At least five years of facility management experience.
- Supervisory experience.
- Graduate degree a plus.

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Roanoke Higher Education Center
Job Description

LANGUAGE SKILLS
Ability to read and interpret documents such as safety rules, operating and maintenance instructions, construction plans and specifications, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers and potential customers, employees of the organization, and board members.

PHYSICAL DEMANDS
The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The position requires a full range of motion. While performing the duties of this job, the employee is regularly required to reach with hands and arms. The employee frequently is required to sit, use hands to finger, handle, or feel, and talk or hear. The employee is occasionally required to stand, walk, stoop, kneel, crouch, or crawl. The employee must occasionally lift and / or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

WORK ENVIRONMENT
The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee will work indoors and outdoors in Center buildings year-round, including inclement weather. The employee occasionally uses or is exposed to moving mechanical parts and equipment. The noise level in the work environment is usually moderate. May be exposed to outside temperature extremes.