

Roanoke Higher Education Center Position Description

Job Title: **Director of Facility Services**
Date: July 2019
FLSA Status: Exempt
Department: Facility Services
Reports To: Executive Director

SUMMARY

This position is responsible for the operational management of the Center's buildings totaling 160,000 square feet, grounds, and related services which include building maintenance, security, construction, member/tenant relations, student parking areas, and other support services provided by Facility Services staff and contract providers. This position is also a member of the Center's Executive Team providing leadership and long term planning to advance the mission of RHEA.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following:

- Through supervision of staff, ensures that all facility buildings and grounds are well maintained, and that related services are effectively provided.
- Responsible for oversight of all construction and renovation projects.
- Ensures that members receive the full range of facility support services included in leases and membership agreements. Fields requests from members and other tenants and resolves issues or refers them to other directors as appropriate.
- Responsible for contracted services for security, housekeeping, vending and other provided services. 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, mentors, and coaches 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.
- As a member of the Executive Team, participates in the development of the organization's plans providing input on decision-making issues affecting the organization's long term goals and objectives.
- Develops, manages, and analyzes the facility services budget. Monitors expenditures of the facilities department, and advises the Executive Team on operational requirements and long term facility issues.
- Ensures that conference and event services are efficiently and effectively supported.
- 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 (EOP), and Continuity of Operations Plan (COOP).
- Serves as the RHEC Emergency Coordinator.
- Works as a "team player" with all RHEC staff to meet the expectations of stakeholders.

- 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.
- Performs other tasks and projects as assigned or requested.

SUPERVISORY RESPONSIBILITIES

- Two Maintenance Technicians

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, skills, and abilities 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 projects and tasks simultaneously.
- Must be proficient in building systems software, the Microsoft Office Suite and use of the Internet.
- A professional appearance and professional telephone manner are 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 and evening hours are required.

REQUIREMENTS

- Bachelor's degree in engineering, architecture, construction, property management or a related field or commensurate work experience is required.
- Facility management experience or knowledge/experience in related trades.
- Experience managing a facility or departmental budget.
- Previous supervisory experience.
- Proficiency with Microsoft Office.

PREFERRED REQUIREMENTS

- Graduate degree.
- Knowledge of contract negotiation.
- Knowledge of procurement.
- Certification/licensure in building trades.

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 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, talk, and 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.

Supervisor: Kay Dunkley, Ed. D.

Date

ACKNOWLEDGEMENT

My signature below acknowledges that I have reviewed and discussed with my supervisor the duties and responsibilities outlined in this document. I further acknowledge that these duties and responsibilities will be used as a basis upon which my work performance will be evaluated.

Employee's Signature

Date

Employee's Name (Please Print)