

Inner City Christian Federation
ICCF Nonprofit Housing Corporation
Job Description

Job Title: Facilities Manager
Department: Real Estate Development and Management (REDM)
Reports To: Vice President of Real Estate Development and Management
FLSA Status: Exempt
Prepared By: Ryan Schmidt, VP of Real Estate Development and Management
Prepared Date: September 28, 2017

SUMMARY

The Facilities Manager is a key member of the Real Estate Development and Management (REDM) department at ICCF. As one of four department managers in REDM, this position will report directly to the Vice President and is responsible for maintaining an operational level view of the physical assets owned and managed by ICCF.

They will provide direction and guidance to facilities personnel and others in a continuous effort to improve facilities operations and provide the highest level of service to our residents.

This position is also responsible for making recommendations and implementing initiatives that relate to property enhancements, preventive maintenance, and capital improvement planning.

Candidates must feel a connection to non-profit mission-driven community development work, be capable of working in a fast paced environment with continuously changing priorities, and be able to quickly pick up on new concepts and ideas.

This position requires outstanding verbal and written communication skills and the ability to interpret technical details (plans, specifications, etc.) as required.

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

- Supervises maintenance, custodial and grounds team in order to achieve operational goals of the portfolio. This includes employee training, ongoing formal and informal performance evaluation, review and approval of timesheets, instructing and advising on-site staff of employee procedures and guidelines.
- Maintains community appearance and ensures repairs are noted and completed on a timely basis. This requires regular community inspections and tours.
- Coordinates the physical inspection process by regulatory agencies, and prepare property staff accordingly.
- Ensure that inventory of property equipment, tools, and appliances are being maintained at each property.
- Develops and coordinates training for maintenance and janitorial staff to heighten the expertise available at properties. (This includes in-house training as well as external.)
- Provides daily “hands-on” support by addressing some maintenance work orders themselves and also remains available to property maintenance staff to troubleshoot maintenance problems and make recommendations for correction.
- Assists staff in understanding technical aspects of the property to which they are assigned.
- Provides regular, written status reports of major capital improvements and/or repairs occurring at the properties.

- Coordinates the documentation process of capital improvements and major repairs for which replacement reserves will be utilized.
- Assists with the development of a 5-year capital improvement plan for properties managed by ICCF.
- Provides annual monitoring of preventive maintenance schedules to ensure implementation.
- Reviews and/or revises routine maintenance and custodial schedules for properties.
- In partnership with ICCF's Construction Manager, assists in the development of specifications and/or scopes of work for major capital improvements and/or major replacements and repairs at the properties, as requested.
- Helps coordinate the bidding process for major capital improvements and/or replacements and repairs.
- Develops and maintains relationships with vendors, negotiates pricing and processes invoices.
- Oversees third party vendor contracts (lawn, snow, etc) to ensure quality and responsiveness.
- Ensures compliance with all company, local, state and federal safety rules and ensures that unsafe conditions are corrected in a timely manner.
- Ensures timely response to all maintenance concerns arising from regulatory agency inspections.
- Reports all liability and community incidents to the corporate office immediately. Ensures that all workers' compensations claims are reported and proper paperwork is completed.
- Maintains a positive customer relations attitude.
- Complies with all Federal and Local Fair Housing regulations and ordinances.

SUPERVISORY RESPONSIBILITIES

The Facilities Manager supervises a team of maintenance, custodial and grounds positions, currently estimated at between 5-10 individuals.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE

Bachelor's degree (B. A.) from four-year college or university is preferred but not required. Minimum 5 years working in maintenance, custodial and/or facilities management; Experience directly supervising or training residential maintenance technicians is desirable; Related experience and/or training or equivalent combination of education and experience. Excellent communication skills are necessary to succeed in this position.

LANGUAGE SKILLS

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

MATHEMATICAL SKILLS

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

REASONING ABILITY

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form.
Ability to deal with problems involving several concrete variables in standardized situations.

CERTIFICATES, LICENSES, REGISTRATIONS

Trade school certificate(s) in HVAC, electrical and/or plumbing is desirable;
Valid Michigan Driver's License and acceptable driving record is required.

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.

While performing the duties of this job, the employee is regularly required to stand and talk or hear. The employee is frequently required to walk, reach with hands and arms, and climb or balance. The employee is occasionally required to sit; use hands to finger, handle, or feel; and stoop, kneel, crouch, or crawl. The employee must regularly lift and/or move up to 50 pounds, frequently lift and/or move up to 25 pounds, and occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, peripheral vision, 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. The noise level in the work environment is usually moderate.

While performing the duties of this job, the employee is frequently exposed to outside weather conditions. The employee is occasionally exposed to wet and/or humid conditions; moving mechanical parts; high, precarious places; risk of electrical shock; and vibration. The noise level in the work environment is usually moderate.