

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 Date:** March 8, 2021

## **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, construction personnel, hired contractors, 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, building related emergencies, 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 interpersonal skills, strong leadership skills, and consistent written and verbal skills. Project management, construction management, and vendor management experience are all required to perform this role effectively. A variety of technologies play key parts to this role and are used for tracking expenses and invoices, writing scopes of work and specifications, managing security alarm systems, etc. Technology and administrative duties play a substantial function in the role of the Facilities Manager.

The Facilities Manager serves as the 'hub' for the organization as it relates to the physical building assets that ICCF owns, maintains, operates, and improves. This includes apartment buildings, single family homes, duplexes, commercial spaces, vacant buildings, vacant land, etc. This role requires that the Facilities Manager be on call and to consistently address and delegate work to facilities and construction team members.

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

- Supervises maintenance, custodial, and construction team in order to achieve operational goals of the portfolio. This includes employee training, ongoing formal and informal performance evaluation, review and approval of timecards, instructing and advising staff of employee procedures and guidelines.
- Provides 24/7 support to staff to problem solve, provide positive feedback, lend a listening ear, coordinate time off, maintain efficiency, match projects with skill sets, provide technology assistance, uphold a team-oriented work culture, and manage with a servant-leadership philosophy.
- Maintains a beautiful community appearance and ensures all maintenance requests are entered, organized, and completed on a timely basis using Yardi Voyager.
- Coordinates the physical inspection process for regulatory agencies, including but not limited to City Code Compliance, MSDHA, and LARA.
- Develops and maintains relationships with vendors, negotiates pricing, and processes invoices.
- Oversees third party vendor contracts (lawn, snow, etc.) to ensure quality and responsiveness.
- Ensure that inventory of property equipment, tools, and appliances are being maintained at each property.

- In partnership with ICCF's Senior Property Manager, coordinates unit turns, inspections, warranty issues, and tenant notification for access to occupied units beyond maintenance requests and troubleshoots maintenance concerns.
- 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. Thoroughly documents capital improvements and major repairs for which replacement reserves will be utilized.
- In partnership with ICCF's Volunteer Coordinator, identifies volunteer friendly projects and coordinates the scope of work, supervision, and supplies needed to complete the project.
- Provides annual monitoring of preventive maintenance schedules to ensure implementation.
- Reviews and/or revises routine maintenance and custodial schedules for properties.
- Maintains all company vehicles, scheduling preventive and required maintenance, managing registration, accident reporting, gas cards, and necessary bodywork.
- Oversees key management for all properties, including master key systems.
- Ensures compliance with all company, local, state and federal safety rules and ensures that unsafe conditions are corrected in a timely manner.
- Reports all liability and community incidents to the corporate office immediately. Ensures that all workers' compensations claims are reported and proper paperwork is completed.
- Develops and coordinates training for facilities staff to heighten the expertise available at properties. (This includes in-house training as well as external.)
- Complies with all Federal and Local Fair Housing regulations and ordinances.
- Maintains a positive, customer service attitude.

## **SUPERVISORY RESPONSIBILITIES**

The Facilities Manager supervises a team of maintenance, custodial, and construction positions, currently 9-10 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 and technology 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.

## **TECHNOLOGICAL SKILLS**

Ability to effectively use a smart phone, tablet, and computer using the Windows platform. Ability to navigate a variety of software including Microsoft Office, Microsoft 365, digital timecards, access control and video security platforms, and HVAC monitoring systems. Previous experience with Yardi Voyager is ideal.

## **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.

ICCF is an EOE. Please send a cover letter and resume to: [hr@iccf.org](mailto:hr@iccf.org).