



Job Description

Job Title:	Facility and Maintenance Manager
Department:	Mission Impact – Property/Facility Services
Reports To:	Vice President of Mission Impact
FLSA Status:	Exempt
Reviewed By:	Axiom HRS
Updated Date:	2/17
Approved By:	President/Executive Director
Approved Date:	2/17

JOB SUMMARY: The Facility and Maintenance Manager represents the core values and mission of the organization and is responsible for maintenance, upkeep, and general housekeeping of the facility, grounds, equipment, and vehicles of Coburn Place.

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

1. Ensures facility and grounds are clean and attractive by completing general housekeeping and maintenance tasks to include: removing trash from common areas and offices; vacuuming and sweeping floors and stairs; cleaning bathrooms, offices and elevators; cleaning windows and doors; restocking of supplies; and preparing the property for business each day – sidewalks, parking lots and access ways clean and clear.
2. Removes snow/ice and salts grounds during inclement weather and maintains curb appeal of the building throughout the year, including debris removal and landscaping maintenance.
3. Ensures facilities are in good repair, within compliance standards, and well maintained by completing routine maintenance and work orders generated by residents and staff, as well as responds to after-hours maintenance requests and guidance. Establishes and upkeeps rotating maintenance schedules for facility equipment and company vehicles.
4. Orients approved staff drivers to correctly operate and fuel company vehicles, document mileage, and document/submit incident reports regarding any damage (or potential damage) or vehicle maintenance needs.
5. Coordinates and schedules services and repairs for the facility, property, grounds, and company vehicles. Communicates maintenance and housekeeping concerns and facility equipment warranty issues to the Vice President of Mission Impact and/or the President/Executive Director.
6. Researches, vets, and negotiates with facility, grounds, and maintenance vendors to the best interest of Coburn Place. Works with the Executive Director to finalize vendor/project contracts.
7. Maintains solid working relationships with contracted vendors and notifies executive leadership if a vendor is not performing satisfactory work or in the spirit of the mission of Coburn Place.
8. Works with the office manager to maintain up-to-date facility/property vendor files to include completed W9 (if required by controller), up-to-date liability insurance certifications, work/project agreements and documentation; informs all vendors coming on-site of confidentiality requirements.
9. Manages, develops, and oversees the approved facility budgets according to the established guidelines. Participates in budget planning process.



Job Description

10. Submits/Approves/Denies vendor invoices in a timely manner and ensures documentation is submitted to office manager for the bill pay process.
11. Maintains a well-organized, neat and well-stocked inventory of facility, housekeeping, apartment furnishings, and maintenance supplies through purchased or donated items. Ensures all items are ordered, received, stored, and used appropriately and accurately. Ensures orderliness and safety of all storage areas.
12. Assists in identifying needed items by keeping a running inventory of necessary levels in stock. Discerns and communicates to appropriate teammate if items should be purchased or called for from supporters as donations. Follows established inventory processes.
13. Participates in the handling and/or pick-up of donated and/or ordered items according to established processes. Assists in determining which and what donated items can/will be accepted. Displays good stewardship of donated items by ensuring that items are used for intended purposes.
14. Manages furniture, furnishings, and appliance requests from clients/residents/graduates and determines, coordinates, and manages the distribution of. Some smaller type item requests are managed by the direct service or Advancement team. Works in collaboration and in seamless conjunction with team according to established processes.
15. Participates in monthly unit inspections and provides scheduled client maintenance/upkeep workshops in conjunction with the direct services team.
16. Oversees apartment turnovers to include: removing trash; applying new paint; cleaning carpet; performing maintenance; and setting up for next tenant according to established processes in a timely manner.
17. Schedules facility and safety compliance visits and inspections and ensures the facility, grounds, and equipment are ready to meet and exceed expected standards.
18. Follows work safety and OSHA guidelines. Reports work accidents and injuries immediately.
19. Conducts annual facility/equipment needs assessment and inventory listing. Assists Vice President of Mission Impact in the development of a capital replacement needs list to project future anticipated maintenance, equipment, and facility systems replacements.
20. Identifies opportunities for volunteer and financial resources and communicates these prospects to the Advancement Department and/or President/Executive Director. Actively engages program volunteers by providing adequate supervision and job-related training. Maintains knowledge and awareness of volunteer policies and procedures.

SUPERVISORY RESPONSIBILITIES: Supervises facility and property volunteers and contracted vendors at Coburn Place. Incumbent carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, planning, assigning, and directing work of contracted facility vendors; scheduling and approving contracted facility work; appraising vendor performance; recommending contract negotiations and terminations; addressing complaints and resolving problems.

QUALIFICATIONS: To perform this job successfully, an individual must be able to perform each essential duty according to the requirements of Coburn Place. The requirements listed below are



Job Description

representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties and responsibilities.

COMPETENCIES:

Organization-related Competencies – To perform this job successfully, all employees of Coburn Place should demonstrate the following competencies;

Customer Service – Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.

Teamwork – Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of Coburn Place above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.

Organizational Support – Follows policies and procedures; Completes administrative tasks correctly and on time; Supports Coburn Place's goals and values; Benefits Coburn Place through outside activities; Supports affirmative action and respects diversity.

Oral/Written Communication – Speaks clearly and persuasively in positive or negative situations; Lists and gets clarification; Responds well to questions; Demonstrates group presentation skills and participates in meetings; Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.

Job-related Competencies – To perform this job successfully, employees should demonstrate the following competencies;

Project Management - Develops project plans; Coordinates projects; Communicates changes and progress; Completes projects on time and within budget; Manages project team activities.

Dependability - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals. Completes tasks on time or notifies appropriate person with an alternate plan.

Cost Consciousness - Works within approved budget; Develops and implements cost saving measures; Contributes to profits and revenue; Conserves organizational resources.

Safety and Security - Observes safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions; Uses equipment and materials properly.

EDUCATION and/or EXPERIENCE: High school diploma or general education degree (GED); or two years related experience and/or training; or equivalent combination of education and experience. Experience working in a property maintenance environment is required, within a housing facility or historic property preferred. Budget management experience required, within a non-profit housing provider preferred.

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.



Job Description

MATHEMATICAL SKILLS: Ability to add and subtract two digit numbers and to multiply and divide with 10's and 100's. Ability to perform these operations using units of American money and weight measurement, volume, and distance.

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: A valid Indiana driver's license and a satisfactory MVR is required for this position. CPR and First Aid certification are required and training in bloodborne pathogens and universal precautions is required. A clear DCS history, and clear criminal and sex offender background checks is required. E-Verify is required. Other maintenance and safety certifications may be required.

OTHER SKILLS AND ABILITIES: Computer software skills required include: Microsoft Outlook, Word, Excel, PowerPoint and Adobe. Ability to operate a printer, copy machine, scanner and other office equipment is desired. Incumbent must have the ability to adapt and conform to shifting priorities and demands and execute accordingly. In addition, this position requires a general understanding of building maintenance principles and practices to include: plumbing; heating and cooling; lawn care and landscaping and painting, while paying close attention to detail is essential.

OTHER QUALIFICATIONS: Candidates must be able to utilize hand tools and operate mechanical tools and equipment related to the essential duties and responsibilities of this job.

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 duties and responsibilities.

While performing the duties of this job, the employee is occasionally required to sit, stoop, kneel, crouch or crawl and taste or smell. The employee is frequently required to use hands to finger, handle or feel, climb or balance and talk or hear. The employee is regularly required to stand, walk, and reach with hands and arms. The employee must occasionally lift and or move more than 50 pounds and frequently required to lift or move up to 25 pounds.

Specific vision abilities required by this job include close vision (clear vision at 20 inches or less), distance vision (clear vision at 20 feet or more), color vision (ability to identify and distinguish colors), peripheral vision (ability to observe an area that can be seen up and down or to the left and right while eyes are fixed on a given point), depth perception (three-dimensional vision, ability to judge distances and spatial relationships), and the ability to adjust focus (ability to adjust the eye to bring an object into sharp focus).



Job Description

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 duties and responsibilities.

While performing the duties of this job, the employee frequently is exposed to: working near moving mechanical parts; the risk of electrical shock; vibration; and all weather conditions. The employee may occasionally be exposed to: explosive and hazardous materials; and fumes or airborne particles. The employee may occasionally be exposed to: working in high, precarious places; and toxic or caustic chemicals. The noise level in the work environment is usually moderate to loud.

SIGNATURES:

Incumbent's Signature

Incumbent's Printed Name

Date

Executive Director's Signature

Executive Director's Printed Name

Date