



Job Description

Job Title: Facilities Operations Manager
FLSA Status: Exempt
Classification: Full Time (40 hours per week)
Compensation (Salaried): 29.00-34.00 per hour
Department: Administration
Reports to: Administrative Services Manager
Revision Date: June 2021

Job Summary:

The Facilities Operations Manager will perform varying and complex responsibilities in a high-visibility, fast-paced environment to ensure accomplishment of YWCA NH's overall mission. Primary duties include providing operational and facility support to YW staff and onsite partners at each of our facilities located in New Hampshire. Other broad responsibilities include interacting with community members and partners utilizing and accessing our facilities.

This position requires an individual who works with considerable independence and initiative as an operations manager, exercising sound judgment in accomplishing the projects assigned. Attention to detail, accuracy, and sensitivity to confidential information in addition to written and oral communication, technical, and time management skills are necessary. Requires competency in management and personnel relations.

Supervises: PT and Per Diem Facilities Staff

Responsibilities and Duties

- Manages and serves as point-person for all day-to-day facilities operation's responsibilities, procedures and services including furniture, fixtures and equipment (e.g. telecommunications, internet, copiers, AV, etc.), security, supplies, mailing/shipping, maintenance, installation and repairs.
- Interacts with a diverse group of facility users and community stakeholders
- Supervises facilities staff
- Provides facilities management, including planning and oversight of short and long-term facilities projects, manages building services and usage, building leases and compliance oversight
- Responsible for safety functions including emergency preparedness, disaster recovery, organizational continuity and evacuation procedures and plans
- Responsible for purchasing, tracking, and receiving facilities supplies and equipment.
- Responsible for providing logistics management to support the use of the facility for meetings, trainings, and daily operations for a diverse group of users
- Responsible for monitoring budgets for both projects and facilities department
- Facilitates the Safety Workgroup
- Serves as liaison to building contractors and other associated facilities vendors
- Provide basic building maintenance and renovation projects
- Oversight to RFP process for building contractors and vendors

Qualifications

- Requires an Associate's degree (Bachelor's preferred) or equivalent work experience
- Two years of facilities experience with increasing responsibility
- Ability to take initiative, operate independently, and thrive in a fast-paced environment
- Job duties may require moderate level of physical activity, including squatting, bending, and lifting/carrying of heavy items (at least 50 pounds)
- Excellent written and verbal communication skills
- Project management, and logistical planning and implementation skills
- High level critical thinking, problem solving and decision-making skills with the ability to connect operational duties to overall organizational goals and strategies
- Creativity and innovation to improve existing processes and define new processes
- Strong interpersonal skills including ability to build strong relationships
- Ability to coordinate the work of others not under direct supervision
- Knowledge of MS Office and Outlook with ability to advance in proficiency
- Detail-oriented and organized
- Manage multiple projects on deadline
- Must demonstrate discretion, problem solving abilities and manage multiple priorities

Adaptability & Flexibility: Adapts to changing business needs, conditions, and work responsibilities.

Self-Motivation, Initiative & Creative Thinking: Takes action without prompting and develops fresh ideas that provide solutions to all types of workplace challenges.

Commitment to Quality Service: Builds and maintains client/community satisfaction with the services offered by the organization.

Confidentiality, Integrity, Ethics & Trust: Maintains confidentiality and earns others' trust and respect through consistent honesty and professionalism in all interactions.

Valuing Diversity: Helps to create an environment that embraces and appreciates diversity.

Stress Tolerance and Unflappability: Maintains composure in highly stressful or adverse situations.

Problem Solving Attitude: Approaches situations and challenges in a solutions based proactive and effective manner.

Respectfulness & Relationship Building: Builds constructive working relationships characterized by high level of acceptance, cooperation, and mutual respect.

Professionalism & Personal Boundaries: Conducts oneself with appropriate and expected professional boundaries and policies.

Work Environment and Physical Demands:

- Work is performed in a variety of facilities settings
- Work requires the ability to ascend and descend stairs, as well as the ability to move about and position self efficiently to perform physical tasks and address emergency situations.

- Requires the ability to adjust vision and focus to review documents and spreadsheets.
- Occasionally works in outdoor weather conditions.
- Occasionally requires the ability to move or transport supplies or equipment weighing up to 20 pounds unassisted.

Other Requirements:

- Satisfactory Criminal Background Check

Acknowledgement:

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

The employee's signature below constitutes the employee's understanding of the requirements, functions, and duties of the position.

Employee Name (please print): _____

Employee Signature: _____

Date: _____