



**Job Title: Facilities Manager, Full-time or Part-time**

**Department:** Administrative

**Supervisor:** Executive Director

**FLSA Status:**

**Prepared By:** NKCS Personnel Committee

**Prepared Date:** 1/25/2017

**Approved By:** NKCS Personnel Committee

**Approved Date:** 1/26/2017

North Kent Community Services ("NKCS") is a Christian organization committed to improving the lives of all people in northern Kent County by providing access to basic needs and promoting economic independence. Our vision is to build a community of thriving people.

All employees in all positions must fulfill certain core expectations to appropriately demonstrate support of NKCS's culture, mission, vision, values and key strategies. All employees must ensure that services are provided in accordance with state and federal regulations and organizational policy. Employees are expected to demonstrate reliable attendance to maintain adequate services for our clients. Employees are expected to demonstrate by attitude and action their recognition of the necessity of positive and professional interaction with co-workers and the critical importance of effective and respectful communication with co-workers, clients, volunteers, and visitors. It is expected that all employees work as a team member helping others to contribute to the overall success of NKCS. Satisfaction of these core expectations is considered an essential function of all positions at NKCS.

The roles and responsibilities of this job support the mission, vision, values and key strategies of our organization. To perform this job successfully, an individual must be able to perform each essential function satisfactorily.

### **Summary**

The facilities manager oversees the day-to-day operation of the building and grounds, including equipment.

### **Essential Duties and Responsibilities:**

- Develop a facility management program including preventive maintenance.
- Establish a comprehensive recycling program.
- Perform simple repairs throughout the building.
- Coordinate all maintenance of hi-los, company vehicles, freezers, septic system, air conditioner, furnace, etc.
- Conduct and document regular facilities inspections.
- Ensure compliance with health and safety standards and industry codes.
- Oversee facility refurbishment and renovations.
- Implement best practice processes to increase efficiency.
- Obtain quotes from vendors and suppliers.
- Assure security of the facility.

- Respond to facility and equipment alarms and system failures.
- Provide prompt response to requests and maintenance issues from staff.
- Oversee facility services such as security, janitorial, snow removal, landscaping, waste disposal, and parking
- Open building and close each night or arrange for another staff member to do so.
- Ensure sidewalks and parking lot are safe in the wintertime.
- Set up meeting areas as requested by administrative staff.
- Assist with special distributions such as monthly and quarterly commodities and senior pantry.
- Maintain an inventory of warehouse building supplies and order as needed.
- Work with the volunteer coordinator to schedule groups for special projects.
- Work with food coordinator on donation pickups.
- Other duties as assigned by executive director

### **Supervisory Responsibilities**

This job has no supervisory responsibilities.

### **Competencies**

To perform the job successfully, an individual should demonstrate the following competencies:

**Continuous Learning** - Assesses own strengths and weaknesses; seeks feedback to improve performance; pursues training and development opportunities; strives to continuously build knowledge and skills; shares expertise with others.

**Job Knowledge** - Competent in required job skills and knowledge; exhibits ability to learn and apply new skills; keeps abreast of current developments; requires minimal supervision; displays understanding of how job relates to others; uses resources effectively.

**Use of Technology** - Demonstrates required skills; adapts to new technologies; troubleshoots technological problems; uses technology to increase productivity; keeps technical skills up to date.

**Problem Solving** - Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; develops alternative solutions; works well in group problem solving situations; uses reason even when dealing with emotional topics.

**Project Management** - Develops project plans; coordinates projects; communicates changes and progress; completes projects on time and within budget; manages project team activities.

**Client Service** - Manages difficult or emotional client situations; responds promptly to client needs; responds to requests for service and assistance; meets commitments.

**Diversity** - Demonstrates knowledge of EEO policy; shows respect and sensitivity for cultural differences; educates others on the value of diversity; promotes a harassment-free environment; builds a diverse workforce.

Judgment - Displays willingness to make decisions; exhibits sound and accurate judgment; supports and explains reasoning for decisions; includes appropriate people in decision-making process; makes timely decisions.

Planning/Organizing - Prioritizes and plans work activities; uses time efficiently; plans for additional resources; sets goals and objectives; organizes or schedules other people and their tasks; develops realistic action plans.

Safety and Security - Observes safety and security procedures; determines appropriate action beyond guidelines; reports potentially unsafe conditions; uses equipment and materials properly.

### **Qualifications**

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, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **Education and/or Experience**

Associate's degree or equivalent combination of education and experience.

At least 5 years of experience as a handyman or in a skilled trade (such as plumbing, heating & cooling, construction)

At least 5 years of supervisory or management experience preferred

Two years of experience with driving a hi-lo; demonstrate the ability to successfully operate the equipment in a rack storage environment

### **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.

### **Computer Skills**

Proficiency in Microsoft Office Suite

### **Other Skills**

Organized and detail-oriented. Work well with others.

### **Certificates, Licenses, Registrations**

Must have a valid driver's license and driving record in good standing  
Hi-lo certification preferable

### **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; walk; use hands to finger, handle, or feel; reach with hands and arms and talk or hear. The employee is occasionally required to sit.

Must be in good physical condition with the ability to stoop, crawl, bend at the knees and waist, squat, push, pull, lift above the head, and lift 50 pounds; includes body weight, equipment, tools, and boxes.

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 is frequently exposed to wet and/or humid conditions; moving mechanical parts; high, precarious places; outside weather conditions; extreme cold and extreme heat.

The basic working conditions are those typically found in a warehouse environment.

The noise level is usually moderate.