



## JOB DESCRIPTION

Title: <b>FACILITIES MANAGER</b>	Team: Facilities
Reports to: Director of Guest Experience Support Services	Status: Full-Time, Except

### Summary

*Manages the day-to-day functions of the Facilities Team for See Rock City, Inc. and ensures all facilities are well-cared for and adequate to support the company's business operations. Executes role with a solid understanding of plumbing, electrical, HVAC and other infrastructure, along with being well-versed in all maintenance process and health and safety regulations. Typical work schedules occur between 6am-6pm, Monday-Friday, ranging from 8-10-hour shifts. Under the direction of the Director of Guest Experience Support Services the Facilities Manager is responsible for performing the following duties:*

### Responsibilities

- Delivers excellent guest service to internal and external customers in line with the organization's mission, culture, and values.
- Models appropriate guest and partner interaction at all times, displaying the values of the culture of excellence and leading in a manner that serves as an organizational model for the values.
- Adheres to organization's processes and procedures, ensuring these are consistently followed at all times.
- Works alongside Director to create annual budgets for the Facilities team needs as well as manages projects/expenses to budget on an ongoing basis.
- Leads the Facilities team including work delegation, evaluation, and performance management.
- Assigns Projects and directs team to ensure compliance and accuracy.
- Creates weekly schedules for Facilities team partners, ensuring all shifts are efficiently staffed, and approves time sheets for team members.
- Coaches and counsels partners as needed and ensures proper documentation by utilizing Partner Performance Feedback forms and other methods.
- Monitors the progress of all facilities partners to ensure that they are properly trained and providing excellent guest service.
- Creates outlines and leads Team Meetings on a regular basis.
- Assists in the correct setup, storage, and break down of Rock City's special events.
- Ensures proper maintenance of all buildings.
- Ensures supervision and coordination of supplies, materials, and manpower for projects.
- Ensures mechanical standards for plumbing, electrical, and heating/air conditioning systems and coordinates and executes the annual preventive maintenance plan.
- Ensures proper maintenance of company vehicles.
- Maintains maintenance tools and equipment with scheduled maintenance or replacement.
- Working with the Director, develops and implements procedures to upgrade facilities where needed.
- Develops and implements a system to purchase equipment and tools.
- Ensures safe practices are always observed by the facilities team.
- Completes Maintenance Work Requests (MWR) as needed.
- Develops and maintains vendor relationships.
- Hires and supervises outside contractors when needed.
- Performs regular Manager-on-Duty (MOD) shifts.
- Performs other duties as assigned by management.

## Qualifications

- Bachelor's degree (B.A.); facilities management or an engineering field; and three to five years related experience; or equivalent combination of both.
- Previous supervisory experience required with proven track record of leadership and team development.
- Must meet or exceed the qualifications of a skilled maintenance partner and regularly use those skills.
- Ability to lead a team of 10 people.
- Possess a current driver's license, good driving record, and ability to travel to get supplies.
- Ability to work in small, tight spaces.
- Must possess excellent computer skills and be proficient in MS Office, including Word, Excel, and Outlook.
- Ability to effectively present information and respond to questions from a group of managers, guests, or the public; read and analyze business correspondence; to develop and write reports.
- Possess an outgoing, friendly personality and the ability to provide excellent guest service.
- Ability to communicate and interact effectively in one-on-one and small group situations.
- Ability to provide a flexible schedule to work nights, weekends, holidays, and special events as needed.
- Required to regularly use hands and fingers. Ability to lift/move up to 50 pounds. Required to walk, stoop, kneel or crouch frequently. Must be able to stand regularly.