



TITLE: Director of Facility Operations
DEPARTMENT: Alerus Center
REPORTS TO: Assistant Executive Director
EMPLOYMENT STATUS: Exempt (salaried)
APPROVED DATE: September 2015

SUMMARY

The Director of Facility Operations is responsible for all facets of facility operations including engineering, maintenance, set-up, teardown, housekeeping, grounds maintenance, snow removal, indoor field turf and event parking.

The person in the position of Director of Facility Operations must possess and demonstrate the following values:

- **Customer Focus:** Is dedicated to meeting and/or exceeding the expectations and requirements of internal and external customers.
- **Integrity and Trust:** Is dedicated to consistently sharing information; fostering open and clear discussions; establishing and communicating expectations, standards and rules and takes responsibility for our work and actions.
- **Respect and Communication:** Consistently exhibits courteous, respectful, non-defensive and appropriate communication; presents information in a concise and understandable format; understands and values the roles and responsibilities of co-workers; works collaboratively with others to achieve objectives; adheres to organizational policies and procedures.
- **Teamwork and Appreciation:** Is flexible and supports the diverse personal and professional needs of fellow co-workers; celebrates personal and organization achievements; welcomes differences of opinion and accepts decisions reached; works cooperatively with others in accomplishment of joint tasks; and contributes to a positive work environment through fostering collaboration and providing tangible contributions.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Essential responsibilities and duties may include but are not limited to the following:

1. Ensure all services and activities involved in maintenance and operations, including HVAC, electrical, mechanical, plumbing, chillers, refrigeration, boilers and associated equipment are managed appropriately.
2. Oversees operating procedures and implements facility rules, regulations, policies and procedures.
3. Engages in and supervises workers in ground maintenance activities such as snow removal, mowing, trimming, removing weeds, and raking and disposing of leaves and refuse.
4. Investigates, analyzes and resolves operational problems and complaints.
5. Engages in and supervises workers in parking such as collecting fees, controlling lots, traffic flow on ingress and egress of events.
6. Assist in preparing operating and capital budgets for repairs and improvements to the facility.

7. Conducts routine staff meetings to discuss procedures, problems and policy changes.
8. Interprets policies for workers and enforces safety regulations.
9. Initiates or suggests plans to motivate workers to achieve work goals.
10. Confers with other managers to coordinate activities of individual departments and building events.
11. Inspects completed work for conformance to blueprints, specifications and standards.
12. Performs activities of workers supervised and other duties as assigned.

SUPERVISORY RESPONSIBILITIES

Directly supervises up to 50 employees in the Operations Department at any one time. Carries out supervisory responsibilities in accordance with organization's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance, rewarding and disciplining employees; addressing complaints and resolving problems.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty and Responsibility 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

Demonstrated knowledge of building maintenance and custodial functions and various technical areas including those listed above; ability to perform physical labor in tasks listed above; able to work flexible hours including evenings; weekends and holidays. Previous experience in a similar arena facility and/or degree or vocational technical certificate in one of more areas preferred. Reasonable accommodations will be considered for those with disabilities.

Bachelor's Degree preferred; or one to three years of related experience and/or training; or equivalent combination of education and experience. Minimum Associates Degree or vocational technical training in relevant field of study.

LANGUAGE SKILLS

Ability to read and comprehend simple instructions, short correspondences and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients and other employees of the organization.

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 solve practical problems and deal with a variety of concrete variables in situations where only limited standardizations exists. Ability to interpret a variety of instructions finished in written, oral, diagram or schedule form.

CERTIFICATES, LICENSES, REGISTRATIONS

Preferred boiler and HVAC certified. Applicant must possess current, valid driver's license and a current telephone with a number that can be accessed by building management personnel for business contact purposes.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential function 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 talk or hear. The employee frequently is required to stand; walk; use hands to finger, handle or feel; reach with hands and arms; climb or balance; and stoop, kneel, crouch or crawl. The employee is occasionally required to sit and taste or smell. The employee must regularly lift and/or move up to 50 pounds and occasionally lift and/or more than 100 pounds. 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 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 exposed to moving mechanical parts. The employee is frequently exposed to wet and/or humid conditions and high, precarious places. The employee is occasionally exposed to fumes or airborne particles, toxic or caustic chemicals, outside weather conditions, risk of electrical shock and vibration. The noise level in the work environment is usually moderate.

Closing Date: Open until filled

Mailing Address:

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