



TITLE: Operations Coordinator
DEPARTMENT: Alerus Center
REPORTS TO: Facility Operations Manager
EMPLOYMENT STATUS: Exempt (salaried)
APPROVED DATE: April 2014

SUMMARY

This position is a support position responsible for the planning and direction for the facility and physical plant operations of the Alerus Center including maintenance, engineering, custodial services, security and safety, emergency preparedness, and equipment inventory control.

The person in the position of Assistant Facility Operations Coordinator 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. Oversees the hiring, training and scheduling of all Housekeeping and Maintenance staff and coordinators including cross training to ensure appropriate coverage. Plans and schedules levels of support according to facility needs.
2. Completes, maintains, and processes pertinent paperwork, records, and preventative and predictive maintenance programs.
3. Assists with the preparation and monitoring of the annual operations budget.
4. Reviews and modifies policies and procedures for facility services with appropriate approvals.
5. Assists with the completion of performance appraisals and salary recommendations on Maintenance and Housekeeping Staff.

MARGINAL FUNCTIONS

1. May provide support services for Events Operations Manager.
2. Perform related duties and responsibilities as required.

SUPERVISORY RESPONSIBILITIES

Receives administrative direction from the Facility Operations Manager.

QUALIFICATIONS (Knowledge, Skills and Abilities)

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.

Knowledge: Two years of successful experience in facilities operation, including security and life safety, physical plant operations & maintenance, and personnel management, or related experience and/or training; or equivalent combination of education and experience. Modern office procedures, methods and equipment including computers, fax and e-mail.

Skills: Communicate clearly and concisely, both orally and in writing; maintain mental capacity which allows the capability of making sound decisions and demonstrating intellectual capabilities; maintain physical condition appropriate to the performance of assigned duties and responsibilities; ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

Abilities: Coordinate, organize and execute various projects; analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals and projects; lead and participate in Alerus Center goals, objectives and procedures; prioritize, organize and perform work independently and under pressure; effectively plan, coordinate, organize, schedule and prioritize division activities, functions and assignments; Implement community relations and public relations projects and programs; prepare clear and concise project reports; interpret and explain Alerus Center policies and procedures; allocate limited resources in a cost-effective manner; establish and maintain effective working relationships with those contacted in the course of work. ability to read, analyzes, and interprets general business periodicals, professional journals, technical procedures, or governmental regulations.

EXPERIENCE AND TRAINING GUIDELINES

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience: Previous experience in a similar arena facility and/or a degree or vocational technical certificates in one or more areas preferred.

Training: Bachelor's degree (BA) from a four-year college or university in relevant field of study.

License or Certificate: Possession of, or ability to obtain, an appropriate, valid driver's license.

WORKING CONDITIONS

Physical Demands: *The physical demands described here are representative of those 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 sit; use hands to finger, handle, or feel; reach with hands and arms; talk or hear; climb or balance; and stoop, kneel, crouch and/or crawl. The employee is occasionally required to stand and walk. The employee must regularly lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds and occasional 50 to 100 pounds with proper assistance to assure all safety measures are met. Specific vision abilities required by this job include close vision, color vision, 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.*

The noise level in the work environment is usually moderate; however, during some events it can be quite loud.

Must be able to work flexible schedule including, evenings, weekends and holidays.

Closing Date: Open until filled

Mailing Address:

Alerus Center
1200 42nd Street S
Grand Forks, ND 58201
Attention: Human Resources

Email: jobs@alruscenter.com