

Position: Facilities Manager

Status: Exempt, Full-time

Reports to: Chief Financial Officer

About YWCA Central Carolinas:

YWCA Central Carolinas is on a mission to eliminate racism, empower women and promote peace, justice, freedom and dignity for all. Since 1902, YWCA has evolved to meet the needs of the surrounding community. Today, our programs include transitional housing, youth literacy programs, racial justice and advocacy work and a co-ed fitness center.

Position Objectives:

Oversees, directs, plans and manages day-to-day and long-term full-cycle facility operations, capital improvements and building maintenance for the YWCA Central Carolinas Park Road campus and Southside Youth Learning Center. This position reports directly to the Chief Financial Officer who provides general supervision and financial oversight. As the onsite facility expert, this role exercises a significant amount of discretion and independent judgement related to the job duties.

Duties and Responsibilities:

Leads and Supports the Facilities Team

- Oversees hiring, onboarding and supervision of the Facilities Specialist in coordination with the CFO and HR.
- Conducts timely, formal performance feedback for 90-day and annual reviews. In coordination with HR, administers written performance improvement plans as needed.
- Trains and motivates Facilities Specialist and contracted vendors on processes and procedures.
- Manages employee hours, supports employees with using payroll software and processes bi-weekly payroll tasks for Facilities Specialist including ensuring timecards are accurate.

Collaborates with Vendors & Contractors

- Provides oversight and supervision for all contracted facility service providers - HVAC, janitorial, electrical, plumbing, landscaping, annual fire inspections, etc. ensuring timely preventative maintenance and quality services are performed and projects are completed as expected.
- Researches potential vendors, negotiates and secures major facility and equipment bids, makes recommendations for projects to the CFO and CEO for consideration, finalizes purchases for replacement or new equipment. Provides life cycle cost analysis on major equipment and facility maintenance to help evaluate repair versus replacement decisions.
- Responsible for scheduling and coordinating all contracted facility service providers to ensure quality services are performed and supervises contract labor while they perform work, consistent with YWCA visitor protocol.

Works in Partnership with all Levels of the Organization

- Develops and maintains long-term facilities strategic plan in coordination with the CFO for proactive repairs/replacements. Keeps the CEO and CFO apprised of any new or anticipated facility issues, concerns and future needs so that the issues can be prioritized.
- Assists leadership team in preparing and managing annual facilities budget and long-term capital improvement and replacement plans.
- Reviews facility needs with the leadership team relative to their department. Keeps multiple layers of the organization apprised of the status of any projects.
- Oversees room and townhouse flips for the housing program; ensuring they are completed in a timely manner. This includes: furniture replacement, maintenance tasks and coordinating and supervising contractors for general repairs, cleaning, etc. Works with the Director of Housing to ensure tasks are completed in accordance with YWCA standards and meets expectations.
- Oversees pool related needs and projects including: plumbing, circulation, filtration, and sanitation systems, etc. in coordination with the Director of Fitness.

Ensures Regulatory Compliance & Safety

- Knowledgeable on public health and safety regulations. Ensures that the facility is up to all public health and safety codes; develops and leads a safety strategy to minimize risk to participants, youths, members and staff.

- Oversees maintenance of sound safety systems, elevators, fire alarm systems, smoke and sprinkler systems, emergency exits, fire extinguisher and posted evacuation plan according to fire code.
- Plans and oversees annual fire safety inspections with the local fire department and corrects any deficiencies. Provides risk and safety information to supervisor and assists in regular safety drills.
- Ensures all permits are in place and posted as required for any applicable building projects.

Oversees General Facility Needs

- Performs routine inspections to evaluate the facilities and grounds for the purpose of monitoring needed facility upgrades, repairs, cleanliness and necessary purchases. This includes landscaping, irrigation, snow removal, inspecting building envelop (roof, brick façade, windows, doors, etc).
- Database administrator for facilities ticket system.
- Primary responder to maintenance work orders, diagnosing and repairing building equipment as needed, addressing housing-related maintenance requests, assisting with preparations for onsite events and providing supplemental support to off-site learning center in a timely manner. Minimizes use of contractors weighing cost with available time to complete needs in house.
- Maintains tools and equipment to ensure they are clean, safe, and in good working condition; completes needed routine maintenance of systems and equipment.
- Coordinates and supervises volunteer functions when related to facilities.
- On call for and responds to unforeseen emergencies.
- Onsite facility expert with thorough knowledge of all building and grounds systems.

Education and Experience:

High school diploma with a minimum of four years of experience in property maintenance oversight in a high use commercial and/or residential building, construction and building management. Experience with pool and/or fitness center building oversight preferred. Familiarity with building equipment, codes and systems. Ability to read and interpret documents and regulations with strong attention to detail – safety regulations, building operations and maintenance documents, hydraulic and electrical prints, etc. Proficient administrative skills and the ability to analyze, delegate and organize are required. Exceptional customer service and interpersonal skills, as well as verbal and written communications skills, are required. Proficient computer skills including email and database management oversight. Ability to multi-task and prioritize multiple projects efficiently. Ability to work irregular work hours, including nights and weekends on occasion. A valid North Carolina or South Carolina driver license with three years of driving experience required. Position requires staff to be able to drive personal vehicle and a 15-passenger bus as needed. Good communication skills and the ability to relate to members, participants, volunteers and YWCA staff.

Benefits:

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| • Medical Insurance | • Extended Sick Leave |
| • Dental Insurance | • Family Leave |
| • Vision Insurance | • Volunteer Time Off |
| • Life Insurance | • 403(b) Retirement |
| • Long-term Disability Insurance | • YWCA Retirement Fund (7% contribution made on your behalf after 2 years of employment) |
| • Short-term Disability Insurance | • Employee Assistance Program |
| • Flexible Spending Account/Health Savings Account | • Free YWCA Fitness Center Employee Membership (discounted family membership available) |
| • Dependent Flexible Spending Account | |
| • 9 Paid Holidays and 3 Floater Holidays | |
| • 19 days of Paid Time Off (increases in accrual at 2, 5, 7 and 10 years of employment) | |

Physical Demands:

The physical requirements described here are representative of those that must be met to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform their job. Required certifications for the position may have stricter physical requirements and when those conflict with the job description, YWCA will follow the requirements in the certification.



Must be able to work in, on, around, over and under fixed equipment, power tools and machinery, manipulate heavy equipment, tools and supplies and/or exert 100 lbs.; concurrently manipulate multiple controls and machinery; work in hazardous or irritating environments, confined spaces and adverse weather or temperature conditions; and wear and work in personnel protective equipment. Frequently ascend or descend ladders, stairs, scaffolding, ramps. Move to accomplish tasks or moving from one worksite to another. Operates motor vehicles or heavy equipment as needed.

Other Information:

Employment with YWCA Central Carolinas is contingent on successfully passing all of our pre-employment screenings, including but not limited to: a drug screening, reference checks, proof of certification (if applicable) and a background check. If applicable to the position, YWCA Central Carolinas employment may be contingent on a candidate meeting driver approval criterion as determined by motor vehicle record background check.

YWCA fully subscribes to the principles of equal employment opportunity and is committed to complying with all regulations under federal, state and local law. Recruiting and employment decisions are based on qualifications and capabilities to perform the essential functions of the job.

To apply, please go to our website: <https://ywcacentralcarolinas.org/work-with-us/>