

JOB DESCRIPTION			
Job Title:	Facility Manager	Department:	Operations
Training and/or Education:	High School Diploma or GED	FLSA Status:	Non-Exempt 32-40 hours per week
Licenses or Certificates:	N/A	Reports To:	Director of Operations
Experience:	Facility Management/Construction	Supervises:	Volunteers, Coordinators, Associates

Summary

Work Schedule

The position includes weekdays and may include some weekends and holiday hours, requiring a flexible work schedule depending on needs.

Hours and days are subject to change based on department demands.

Under the direction of the Director of Operations in all activities and responsibilities, the Facility Manager will oversee the regular maintenance, repairs, and upgrades of the Wenatchee Valley Humane Society property and equipment. This position is responsible for performing tasks in various facility/equipment maintenance and repair occupational areas, including but not limited to HVAC, carpentry, electrical, and plumbing, as well as keeping the organization's grounds/landscape presentable and tidy. This position is expected to function effectively, independently, and cooperatively with staff and volunteers. This includes working closely with the Executive Director and Director of Operations to ensure timely and effective maintenance of our animal shelter.

Essential Functions

1. Directly supervise all facility maintenance staff and contractors, including contractors for cleaning, landscaping, alarm systems, etc.
2. Perform preventive and predictive maintenance on buildings and facilities. Ensure all Planned Preventative Maintenance (PPM) is completed safely, cost-effectively, on time, and satisfactorily.
3. Perform routine maintenance and minor repairs to buildings and facilities, including carpentry, light plumbing, and light electrical work.
4. Coordinate and assist with securing contractors for removing snow/ice as needed. Secure quotes annually.
5. Coordinate securing contractors for grounds maintenance. Secure quotes annually.
6. Coordinate facility appliance maintenance and repair, including refrigerators and washing machines.
7. Order parts and supplies as needed.
8. Monitor the essential building systems to ensure they operate correctly and efficiently, including electrical, mechanical, security, fire alarm panel and suppression systems, plumbing, heating, and air conditioning systems.
9. Ensure all systems are performing optimally to reduce operating costs.
10. Regularly inspect buildings, sites, and equipment for repair/maintenance.

11. Establish facility user relations and maintain regular contact. Monitor user feedback via the work order system, emails, routine visits, etc.
12. Learn about job-related maintenance protocols and take training and coursework to enhance your knowledge of Facility Management.
13. Coordinate with contractors or external suppliers and communicate safety, technical, and contractual issues and standards.
14. Prepare weekly/monthly maintenance and repair reports and other reports as needed.
15. Coordinate work activities among departments, including set-ups and breakdowns for meetings and special events.
16. Conduct orientation and in-service training to explain policies, safety, and work procedures and demonstrate equipment use and maintenance.
17. Track certificates of insurance for vendors and contractors.
18. Maintain product specifications and MSDS sheets for all locations and update them as necessary.
19. Support documentation preparation before hearings and attend legal hearings with Compliance.
20. Interact with WVHS program managers to effectively communicate all repair & maintenance concerns to the Executive Director promptly.
21. Investigate complaints regarding service and equipment and take corrective actions.
22. Manage cleaning schedule and set custodian assignments, including regular and special cleaning projects.
23. Support and participate in management initiatives.
24. Treat all animals humanely, correctly, and compassionately, regardless of the situation or circumstance; promote a humane and caring attitude toward all animals.
25. Maintain positive relationships with co-workers, managers, executive staff, community pet owners, adopters, and other stakeholders.
26. Cheerfully acknowledge the presence of customers in all public areas and interact with the public in a polite, professional, nonjudgmental manner at all times.
27. Other duties as assigned by the Director of Operations and the Executive Director.

Required Education, Experience, Knowledge, Skills & Abilities

1. High School Diploma or GED.
2. Ability to read building plans.
3. Must have a valid driver's license and a clean driving history.
4. OSHA 10-hour training certificate within six months of hire.
5. Willing to complete WA training certifications and licensing requirements based on evolving facility and equipment must maintain compliance with state and local agencies. Desire to continually maintain and exceed continuing education requirements by attending seminars, workshops, and professional conferences.
6. Excellent communication and interpersonal skills. Able to express ideas effectively, orally and in writing, with the public, fellow employees, and volunteers. Good spelling & grammar are essential.
7. Expert problem-solving and decision-making skills.
8. Strong work ethic, punctuality, and reliability.
9. Outstanding organizational and record-keeping abilities.
10. Ability to work harmoniously with other employees.
11. Desire to serve the organization's mission.
12. 3-5 years of facilities/property management/office management experience.
13. 3-5 years of managerial experience.

14. Experience using a work order ticketing system.
15. Proficiency in Excel, Gmail, Google Sheets/Docs, and other computer skills, including preparing reports and maintaining an efficient records system.
16. Self-motivated and well-organized, able to manage multiple projects in a fast-paced work environment.
17. Excellent customer service skills, ability to interact patiently and tactfully with a diverse customer base.
18. Emotional & Mental Requirements:
 - a. Must be able to cope with animal death due to injury, illness, or euthanasia
 - b. Ability to rapidly and accurately process information
 - c. Ability to recognize a need for assistance and ask for help
 - d. Ability to work independently and as part of a team
 - e. Ability to cope with frustrating situations and remain calm.

Preferred Education, Experience, Knowledge, Skills & Abilities

1. Bilingual
2. Nonprofit experience

Other Requirements

1. Exercise good judgment and decision-making skills.
2. Must pass a Washington State Patrol Background Check

Working Conditions

- Ability to stand, walk, stoop, kneel, crouch, climb, and manipulate (lift, carry, move) up to 50 pounds.
- Ability to work outdoors in varying temperatures and climates.
- Ability to work with animals of varying temperaments in noisy conditions.
- Ability to work with cleaning materials.
- Ability to use strength and agility while working with active animals.
- Responsible for always presenting a neat and professional appearance to the public.

Compensation Range:

\$25.00 - \$28.00 an hour

TO APPLY:

Send application and Resume to
Wenatchee Valley Humane Society
1474 S Wenatchee Ave
Wenatchee, WA 98801
Attn: James Pumphrey, Executive Director
Email: director@wenatcheehumane.org