



**DOMESTIC ABUSE INTERVENTION SERVICES**  
**Job Description**

**Job Title:** Facility Manager

**Job Summary:** The DAIS Facility Manager (FM) is responsible for the appearance, safety and functionality of the DAIS physical plant and manages a broad range of operations that allow DAIS to function efficiently and safely. The FM manages the day to day operations and provides future planning for facility operations in a safe and efficient manner. Additionally, the FM manages major projects relating to buildings, grounds or the physical plant and provides technical knowledge and leadership for the facility operations and the physical plant for DAIS buildings and grounds. The FM is responsible for supervising certain DAIS employees and well as serving as the primary contact for designated vendors.

**Supervises:** Maintenance Worker (0.33 FTE) and Custodian (0.5 FTE)

**Reports to:** Director of Business Operations

**Duties and Responsibilities:**

**Facility Management**

- Responsible for the monitoring of all essential building systems to assure systems are operating correctly and efficiently. Such systems include: electrical, mechanical, security, elevator, fire suppression and plumbing, heating and air conditioning systems.
- Manage and prioritize maintenance and repair needs and work with vendors to coordinate maintenance and repair when outsourcing is necessary.
- Directly or through supervision of workers or external vendors completes all necessary painting, structural repairs to masonry, woodwork, and furnishings of buildings, cleaning of common spaces and offices, and maintains grounds.
- Oversee selection and ongoing contracts with outside vendors for regular maintenance issues such as snow removal, waste management, and landscaping services.
- Establish and maintain positive relationships with vendors, contractors, engineers, employees and volunteers.
- Requisitions necessary tools, equipment, and building and maintenance supplies.
- Work with DAIS staff and volunteers to provide information, advice and recommendations to solve problems and address facility related concerns.
- Responsible for the creation and update of policy and procedure manuals of guidelines for operation of the physical plant incorporating input from vendors and staff.
- Communicate operational guidelines to staff so that information is disseminated uniformly in a manner that promotes understanding and compliance.
- Develop and maintain storage and updating of all warranties in effect.
- Manage replacement plan and purchasing of all furniture and equipment in collaboration with the Director of Business Operations.
- Serves as a member of the DAIS management team. Attends management team meetings, participates in developing and implementing agency administrative policy relating to budgeting, strategic planning, policy development, physical plant, resource and staffing needs.
- Assists in the development and management of maintenance budgets.

- Communicate with Directors about emerging maintenance issues in a timely fashion.
- Collaborate with Donations Coordinator to manage inventory of donations including database management.
- Coordinate deliveries of large donations from drives as needed.

#### **Quality Assurance**

- Inspects completed work for conformance to quality standards, specifications, or blueprints.
- Establishes or adjusts work procedures to meet organizational needs.
- Recommends changes in working conditions and use of equipment to increase efficiencies.
- Analyzes and oversees resolutions of facility problems.
- Coordinates all required building inspections.
- Work with outside authorities to monitor compliance with regulations pertaining to the organization's facility. When compliance issues are identified, serves as the lead staff member to remediate any issues.
- Complete and maintain necessary documentation and reports for compliance.
- Develop and maintain an electronic method of maintenance record keeping.
- Establish an electronic work order system into which all staff can input information.

#### **Safety and Security**

- Coordinates internal, multi-disciplinary Safety Team to create and implement plans relating to safety such as fire evacuation plans, tornado response plans, etc.
- Responsible for coordinating monthly fire drills.
- Interprets company policies to employees and volunteers as needed and enforces safety regulations.
- Responsible for the monitoring of all life safety systems to assure systems are operating correctly and efficiently.
- Responsible for the monitoring of all security systems for functionality.
- Manage relationship with external security vendor.
- Serve as first point of security system trouble shooting.
- Manage list of security assets.
- Work with security vendor to ensure proper and timely maintenance and turnover of hardware or updates of new security technologies.
- Staff person responsible for programming FOBs for staff and volunteers and managing access levels.
- Write/update/maintain policies and procedures related to security.
- Train staff and volunteers on security protocols in collaboration with training team.
- Maintain required Material Safety Data Sheets (MSDS).

#### **Collaboration**

- Confers with other DAIS departments to develop integrated programming and procedures.
- Coordinates with the Emergency Shelter Program to ensure the safety and comfort of all residents and the maintenance of building standards.

#### **Supervisory Responsibilities**

- Hires, trains, and directs work of Maintenance Worker and Custodian.
- Assist with a portion of staff orientation related to facility operations for all new employees.
- Motivates supervisees to achieve goals through supervision, coaching, goal setting, and training.
- Reviews and evaluates performance of supervisees.
- Remains accountable for positive client service and accurate record keeping.

#### **General Responsibilities**

- Maintain agency forms as required.
- Adhere to agency policies and work rules, including strict adherence to DAIS confidentiality policies and code of ethics.

- Attend trainings and continuing education activities as assigned.
- Promote an atmosphere of extraordinary customer service.
- Other duties as assigned.

### **Qualifications**

- Associate's degree in a related field or journeyman's card or high school diploma/equivalency plus related training and 2 years' experience in addition to qualifications below
- Five years related facility management experience
- 2 years' supervisory/management experience
- Bilingual preferred.
- Ability to effectively work with diverse populations.
- Ability to effectively and sensitively interact with traumatized populations.
- Proven experience in facilities management, including experience in overseeing contractors and vendors.
- Proven experience in managing building security systems, including experience with security software and programming FOBs.
- Proven experience managing budgets and purchasing.
- Excellent attention to detail.
- Excellent organizational skills.
- Excellent written and verbal communication skills.

### **Performance Skills**

- Commitment to the mission, vision and values of the organization.
- Knowledge of domestic violence issues.
- Ability to handle crises appropriately.
- Excellent customer service skills and a commitment to high quality customer service.
- Excellent computer skills including knowledge of Microsoft Office, Building Automation Systems, and security software.
- Knowledge of database management.
- Ability to successfully manage different projects at once and meet deadlines.
- Ability to work independently and as a member of a team.
- Ability to maintain confidentiality.
- Ability to work effectively in a fast-paced a fast paced and high-pressure work environment.
- Must be able to learn and supervise cleaning methods and protocols.

### **Physical and Environmental Requirements**

- Must be able to work safely in an environment containing caustic chemicals, cleaning materials, dust and noise and operate heavy machinery. Must possess knowledge and experience with building and fire codes, OSHA regulations, fire alarm systems and associated fire safety systems. Experience working with complex security systems a plus.
- Must be able to perform physical activities such as, but not limited to, lifting items up to 50 pounds unassisted, bending, standing, climbing and walking.
- Routinely required to work under inclement weather conditions.

### **Other Requirements**

- Attend DAIS New Staff Core Training Program.
- Satisfactory Criminal Background Check.
- Have a valid WI driver's license, proof of vehicle insurance, access to a vehicle during work hours.
- Obtain or maintain account with a financial institution for direct deposit of pay checks.

**This position is FLSA exempt.**