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**Title: Facilities Manager**

Department: MIS

Reports To: Chief Information Officer

**Revised: 5/2019**

Classification: Exempt

**JOB DESCRIPTION**

**Summary**

The primary purpose of this position is to assist Generations Federal Credit Union to live out its Mission, Do the Right Thing, by providing remarkable service to both external members and internal members. Responsible for meeting business objectives by establishing and maintaining a safe, efficient and comfortable working environment for staff. Responsible for directing all aspects of building operations to include maintenance, repairs, renovations, vendor management and new construction.

**Primary Duties**

1. Responsible for the development of priorities, policies, and procedures, for the operations, maintenance and construction of the credit unions facilities. Provides oversight of building renovations, equipment needs and maintenance, grounds/building maintenance, obtaining contract bids, and overall efficient use of facilities.
2. Provides support, oversight, and direction, for maintenance and renovations to include plumbing, electrical, HVAC, lighting, drive-up systems, back-up power generation, structural, roof, paint, elevator, appliances, including the purchase of new or replacement equipment. Electronically tracks all issues and actions taken.
3. Works closely with contractors and vendors to address and resolve issues that arise. Maintains familiarity with vendor’s scope of work to ensure work is being completed within accepted standards.
4. Responsible for developing and adhering to annual budgets for buildings, grounds, maintenance, custodial services, safety, supplies, and vehicle maintenance. Evaluate existing and potential vendor contracts, maintenance agreements and pricing proposals. Prepare RFP’s as required and ensure vendor due diligence requirements are met.
5. Develop and maintain preventative maintenance schedules for all branch locations. Perform general and routine maintenance on interior and exterior buildings and office equipment. Responsible for handyman services to include painting, replacing ceiling tiles, light bulbs, tile and carpet maintenance, pressure washing, and minor plumbing and electric repairs.
6. Assist with or coordinate the overall planning and decision-making for maintaining the safety, utility, and appearance of the facilities in order to provide a safe, efficient and comfortable working environment for staff. Investigates the condition of buildings, equipment and grounds, and recommends improvements in the facilities to ensure that needs are met.
7. Ensures the distribution of incoming and outgoing mail is processed consistently, and efficiently. Manage courier services to ensure Credit Union needs are met. Coordinates and performs branch deliveries, pickup and metering outgoing mail.
8. Develop and implement operational efficiencies to improve departmental effectiveness. Solicit and encourage feedback from internal customers in order to constantly improve the level of service provided by the department.
9. Manage the Facilities Helpdesk to ensure tickets are reviewed and closed out as soon as practical. Use reporting to monitor helpdesk trends and key areas of concern.
10. May perform heavy lifting to move equipment/furniture/supplies within facilities and other Credit Union related events.
11. Updates job knowledge by participating in educational opportunities; reading professional publications; maintaining personal networks; participating in professional organizations.
12. Performs other duties as assigned.

**Education**Must have high school diploma or equivalent.

**Experience**Minimum of five (5) years of facility management supervisory experience or general contracting experience with a strong background in facilities maintenance and construction.

Must have experience in painting, carpentry, electric, plumbing, & general office equipment repair. Supervisory experience is required.

**Skills**Must have the following skills and/or abilities:

* Working knowledge of common hand and power tools and equipment.
* Proficient with the Microsoft Office Suite.
* Excellent communication skills (both oral and written).

**Physical/Other Requirements**Must be able to:

* Obtain a valid Texas Driver’s License, must have a clean driving record and proof of insurability.
* Stand or sit for long periods of time.
* Lift up to 75 lbs.
* Must be able to stoop, walk, bend, push, pull, strech, lift, grasp, reach.
* Must be flexible in schedule to work evenings, weekends and holidays.
* Must have a valid Texas driver’s license with good driving record and proof of insurability.

**Service Expectations**

1. Ensures team delivers service to both internal and external members that is in alignment with the credit union’s Service Promises:

* + - Treat members with a positive attitude.
    - Listen to and fully understand the members’ needs.
    - Offer solutions that meet the members’ needs
    - Take ownership of the Member Experience provided.
    - Give and receive feedback for improvement.
    - Continually learn for the benefit of the member.

1. Meets all established service goals.
2. Possess adequate product knowledge as measured by the annual product knowledge certification assessment.

Send resumes to: Amanda Lamica, [Amanda.Lamica@mygenfcu.org](mailto:Amanda.Lamica@mygenfcu.org)