

## **Facility Manager / Home Maintenance and Repair Coordinator Job Description**

### **FACILITY MANAGER**

**Position Overview:** The Facility Manager is responsible for overseeing the efficient operation and maintenance of the Orcas Senior Center building and property. The Facility Manager plays a crucial role in maintaining the functionality, safety, and overall wellbeing of the building, contributing to the satisfaction of its occupants and the successful use of the property.

### **Key Responsibilities:**

#### **1. Start Up Activities**

- Work with previous Facilities Managers to understand the systems and quirks of the building and the property.
- Work with Operations Manager to facilitate a seamless transfer of utilities, contractors, and vendors from the previous Facilities Manager to OSC management.

#### **2. Property Maintenance**

- Supervise and coordinate maintenance activities, including repairs, renovations, and routine inspections.
- Implement preventive maintenance programs to ensure the longevity of building systems and equipment.
- Address and resolve maintenance issues promptly to minimize disruptions and ensure tenant satisfaction.

#### **3. Tenant Relations**

- Act as point of contact for OSC occupants and tenants, addressing building-related concerns, requests, and inquiries.
- Establish and maintain positive relationships with OSC occupants and tenants to foster a sense of community and address issues proactively.

#### **4. Security and Safety**

- Implement and enforce security protocols to safeguard the building and its occupants.
- Develop and maintain emergency response plans, conducting regular drills and training for building occupants.
- Ensure compliance with safety regulations and conduct regular inspections to identify potential hazards.

#### **5. Financial Management**

- Prepare and manage an annual O&M budget, work with Operations Manager to track expenses, and ensure cost-effectiveness.
- Negotiate contracts with service providers and vendors to obtain competitive pricing; oversee work of contractors and vendors.

#### **6. Building Systems Oversight**

- Oversee the functioning of essential building systems, including HVAC, plumbing, electrical, and security systems.
- Collaborate with maintenance staff and external contractors to address system failures and implement upgrades as necessary.

#### **7. Documentation and Reporting**

- Maintain accurate records of maintenance activities, inspections, and tenant communications.
- Prepare regular reports on the building's performance, budgetary status, and any significant developments.

#### **8. Regulatory Compliance**

- Stay informed about local building codes, regulations, and zoning laws.
- Ensure the building's compliance with all relevant regulations and obtain necessary permits when required.

## **HOME MAINTENANCE AND REPAIR COORDINATOR**

**Position Overview:** The Home Maintenance and Repair (HM&R) Coordinator serves as a “facilitator” function and provides timely access to competent and reliable contractors for seniors and adults with disabilities. The purpose of the HM&R Coordinator position is to allow seniors and adults with disabilities to age safely in place by helping them to keep their residences safe and in good repair.

### **Key Responsibilities:**

- Receive requests for services from Orcas seniors and adults with disabilities (“clients”), prioritize these requests, and answer inquiries.
- Assess and scope HM&R job requests, including documenting and itemizing the work to be done, with photos and drawings, if needed.
- Provide statements of shared understandings to both client and to service providers (“contractors”).
- Negotiate and facilitate agreement between contractor and client.
- Coordinate or combine small jobs to achieve economy of scale for contractors.
- Assess quality of contractor work and client satisfaction. Visit worksites when necessary.
- Coordinate with other similar services offered in the community, such as weatherization assistance, Opportunity Council, San Juan County Home Program, and USDA-RD. Facilitate client referrals to those programs, when appropriate.
- Keep track of individual clients/jobs and report monthly to the OSC Board of Directors President at least the following: number of queries, number referred to others, number of jobs completed, number still pending.
- Assist in securing funding to assure sustainability of the program; this may include working with OSC to explore and secure funding to assist low-income clients.

### **Qualifications:**

- Three plus years' experience as contractor, facilities manager, or related field (preferred).
- Strong knowledge of building systems and maintenance practices.
- Experience working with HVAC systems and commercial kitchen equipment a plus.
- Excellent communication, interpersonal, and problem-solving skills.
- Familiarity with relevant local regulations and codes.
- Proficiency in Microsoft Office Suite, particularly Excel.