

FACILITIES SERVICES MANAGER

DEPARTMENT : **CULTURE & ARTS**
SALARY :
FLSA : **NON-EXEMPT**
CIVIL SERVICE : **INCLUDED**
BARGAINING UNIT : **NON-BARGAINING**

GENERAL STATEMENT OF DUTIES

Technical position responsible for overseeing and implementing maintenance and custodial programs at the Waterloo Center for the Arts (WCA), including opening/securing and general supervision of the building on evening and weekend shifts. Oversees events as directed by the Events Coordinator, setting up/tearing down for in-house and rental events at WCA and RiverLoop facilities and serving as a resource person, anticipating and responding to the questions and needs of patrons and other staff members. Recruits, trains, schedules and supervises supporting maintenance workers including those working under various community service and employment programs. The work is performed under the general direction of the Events Coordinator and Culture & Arts Director but considerable leeway is granted for the exercise of independent judgment and initiative.

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)

These functions are considered essential for successful performance in this job classification.

1. Manages routine maintenance as well as building repair and improvement projects.
2. Oversees and assists with daily cleaning of facilities including floors, galleries, offices, classrooms, theaters, meeting rooms, kitchens, bathrooms and other spaces.
3. Provides general supervision of the facilities during evening and weekend shifts.
4. Monitors and works to maintain a safe environment throughout the facility and responds appropriately to potential threats, accidents and emergencies.
5. Oversees and assists with set-up and teardown for events, ensuring that all required materials and equipment are in place.
6. Serves as assistant to Events Coordinator, managing and assisting with events as needed.
7. Anticipates the needs of facility users and responds to questions and requests from patrons.
8. Responds professionally and courteously to customer complaints, directing complaints to the appropriate staff person when necessary.
9. Recruits, trains, schedules and supervises support maintenance staff, AARP and community services workers and evening/weekend clerical staff.
10. Purchases and manages inventories of consumable building supplies including but not limited to cleaning agents, light bulbs and paper products.
11. Working under the direction of the Events Coordinator, manages inventories and places orders for alcohol products and beverage service supplies.
12. Researches and prepares recommendations for purchase of new/replacement maintenance equipment.
13. Assists Events Coordinator with billings, contract preparation and provides other

clerical support as assigned.

14. Prepares and distributes weekly events calendar and work schedules for all maintenance staff.
15. Coordinates and assists with snow removal and general groundskeeping.
16. Works closely with WCA staff, Leisure Services, Building Maintenance and other City departments to keep facilities properly maintained. Ensures all equipment and mechanical systems are functioning properly, making arrangements with other departments or outside contractors to perform needed preventive maintenance or repairs.
17. Checks rental equipment in and out.
18. Opens and secures building as needed.
19. Maintains records and prepares and submits reports as required.
20. Loads/unloads supplies, equipment and/or exhibits.
21. Operates City vehicles, including a 26,000 lb. panel truck with air brakes to deliver/pick up supplies, equipment and/or exhibits.
22. Safely operates maintenance equipment including floor cleaners, snow blower and basic power tools.
23. May assist with other WCA programs and activities as needed and provides technical support to other staff members.
24. Participates in Center for the Arts meetings, training and other activities as required.
25. Communicates with and maintains effective working relationships with coworkers, supervisors, Board members, volunteers and patrons.
26. Performs all work duties in accordance with City and WCA policies and procedures as well as OSHA, City and WCA safety rules

and regulations.

27. Attends work regularly at the designated time and place.
28. Works independently and with others with minimum supervision.
29. Performs all other related duties as assigned.

REQUIRED KNOWLEDGE & ABILITIES

1. Ability, without direct supervision, to plan, organize and carry out all activities necessary to complete individual job assignments.
2. Ability to supervise, direct and motivate volunteers, interns, paid staff and contractual employees; ability to manage and assign projects.
2. Ability to use independent judgment to assess problems and address or refer to appropriate WCA or City Maintenance staff person.
4. Ability to read basic building plans and diagrams.
5. Ability to safely operate basic hand tools, custodial maintenance equipment, floor cleaners and snow blower and 26,000 lb. panel truck with air brakes.
6. Ability to keep accurate and thorough records.
7. Ability to anticipate the needs of patrons using the facility based on activity type.
8. Ability to manage several project schedules and a variety of timelines and deadlines concurrently and to keep all projects organized.
9. Ability to work in stressful conditions.
10. Ability with minimum supervision to work independently or as a member of a team.
11. Ability to communicate orally and in writing and respond to questions or complaints from

the public, business organizations, facility users and coworkers courteously and professionally in a clear, concise and easily understandable manner.

12. Ability to establish and maintain excellent relationships with the public, coworkers, and WCA users and patrons.
13. Knowledge of fire codes and evacuation procedures.
14. Knowledge of and ability to operate a personal computer and working knowledge of Microsoft Office including Word, Excel, Access or other database programs.
15. Knowledge of occupational hazards associated with custodial maintenance of a multi-use public facility.
16. Ability to work with people from a broad variety of social, economic, racial, ethnic, cultural and educational backgrounds.

ACCEPTABLE EXPERIENCE & TRAINING

1. High school graduate/GED with minimum six years of experience in facilities management or basic building maintenance and custodial functions (volunteer or other unpaid experience may be considered) and a minimum of two years direct supervisory experience

OR

Any equivalent combination of education and experience that provides the knowledge, skills and abilities necessary to perform the work.

2. Work experience must be verifiable.
3. Proficiency using a personal computer and working knowledge of Microsoft Office including Word, Excel, Access or other database programs.
4. Iowa Driver's License and good driving record based on the City of Waterloo driver performance criteria. A candidate with any of the following will not be considered: loss of license for any reason during the period of

candidacy for employment, if the candidate remains without a valid, current license for the position when the City issues an offer of employment; loss of license, plea of guilty, plea of no contest or its equivalent or conviction for OWI, reckless driving or other major moving violation within the previous five years; four or more citations for moving violations within the previous three year period, excluding speeding violations of 10 mph or less over the posted speed limit; three or more citations for moving violations within the previous one year period. After appointment to the position, disciplinary action or continuing employment status may be reviewed for the following: four or more moving violations within the previous three years, three or more moving violations within the previous one year or loss of license or conviction for OWI, reckless driving or other major moving violation within the previous five years; two or more at-fault accidents within a three year period; a combination of three or more at-fault or not-at-fault accidents within a three-year period. An applicant's driving record will be reviewed prior to an offer of employment and at least annually after hire.

5. Must obtain Iowa Class D driver's license with endorsement for driving non-commercial vehicles weighing up to 26,000 pounds within six month probation.

ESSENTIAL PHYSICAL ABILITIES

The following physical abilities are required with or without accommodation.

1. Sufficient speech and hearing that permits the employee to respond to questions from the public, facility users, community groups and coworkers in person or on the telephone.
2. Sufficient vision to work with facility users in planning layouts, setups and other needs.
3. Sufficient personal mobility that permits the employee to safely operate a passenger vehicle and panel truck and physically move from one location to another within the Center for the Arts and related

facilities.

4. Sufficient strength to lift and carry objects weighing up to fifty pounds.

MISCELLANEOUS

1. Required to submit to and successfully pass Civil Service testing including panel interview.

WORK SCHEDULE

Generally Tuesday 3-Midnight; Wednesday-Friday 10 a.m. – 7 p.m.; Saturday 8 a.m. - 5 p.m. One hour unpaid meal break. Hours may occasionally vary on weekends and in the evening for special events.