



Position Description:

Position Title: Building Operations Manager and Resident Superintendent
Office: Facilities Management
Reports To: Assistant Director Facilities
Date of Last Revision: December 2021

Position Purpose:

Manage and prioritize the daily building repair and maintenance requirements for International House. Ensure all base building systems are operating efficiently and in compliance with all regulatory requirements. Effectively communicate and coordinate all required repair and maintenance work to minimize the impact to residents, guests, and staff and maintain a safe and comfortable high quality environment.

Responsibilities:

- Manage and lead the building maintenance staff consisting of full time and seasonal employees and external service providers. Effectively plan, prioritize and schedule work assignments, monitor work progress and ensure high quality work is consistently performed by the staff and service contractors.
- Responsible for preparing and conducting performance evaluations for staff members. Manage, coach, motivate, train and develop the maintenance team to deliver optimal performance and productivity.
- Manage the day to day building repair and maintenance requirements for 700 resident rooms, 11 Guest Suites, 8 Administrative Offices, and all Public spaces as well as the exterior building and grounds. Manage the work request tickets through MicroMain and ensure they are completed as per departmental standards.
- Recommend, develop and implement preventative maintenance programs and best practices with an emphasis on cost efficiency and best overall value proposition for the organization.
- Assist in developing the annual operating budget for supplies, labor, contracted services, regulatory compliance requirements and proposed capital improvement projects.
- In partnership with the Assistant Director Facilities, coordinate planning, communication and implementation of interior and exterior projects and modifications of buildings.
- Interact and communicate with residents and staff and provide necessary Facilities services and updates when systems or equipment may be impacted by service or project related maintenance work.
- Work with the Assistant Director Facilities to achieve and maintain regulatory compliance with all NYC Building Codes and DEP Requirements.



- Periodically inspect buildings for safety hazards and maintenance needs and develop corrective action work plans to address items identified.
- Immediately and affirmatively respond to and resolve building occupant complaints and issues, including but not limited to lighting, temperature, noise, air quality, vermin, and elevator operations.
- As our resident Building Operations Manager and Building Superintendent be on call and able to respond as required for after-hours emergencies and for facilities assistance calls. Partner with Public Safety & Reception Services personnel to respond to requests for emergency assistance after normal business hours.
- Fitness Center Manager: Inspection and coordinating repairs. Climate Control and Sound System Technician.
- Time Warner Cable TV Coordinator: Oversee infrastructure and Guest Suite Cable Performance and Coordinate with Time Warner Representative on down systems, upgrades and new installations.
- Enforce all building rules and establish procedures for the safe operations and maintenance of the facilities.
- Ensure all critical base building systems are operating optimally at all times, this includes but is not limited to: heating, cooling, domestic hot/cold water, exhaust, sprinkler, stand pipe, Class E Fire Panel, elevators, electric, cafeteria equipment, etc.
- Obtain and maintain all required NYC DOB Certificates such as Sprinkler, Standpipe, Class E-Fire Panel, Boiler Operator and Black Seal.

Supportive Functions:

In addition to the performance of the responsibilities, this position may be required to perform a combination of the following supportive functions, with the percentage of time performing each function to be determined by the supervisor based on the particular requirements of the House.

Performs other duties as requested, such as:

- Work on special projects as assigned by the Assistant Director or Director, Facilities. Including the development of project scope of work & budgets, external vendor service agreements as well as project schedules.
- Represent the Office of Facilities Management at meetings as requested.

General Requirements

- Regular attendance in conformance with the policies established by International House is essential to the successful performance of this position.
- All Employees must maintain a neat, clean, and well-groomed appearance; appropriate uniforms will be provided.



- Due to the cyclical nature of activities during the academic year, employees may be required to work varying schedules to reflect the needs of the office and/or the House.
- Upon employment, all employees are required to fully comply with the policies and procedures established by International House to ensure the safe and efficient operation of the facility.
- To carry out the required duties, the employee must:
 - Pay attention to detail and complete work in accordance with established time-frames, quantity and quality requirements for thoroughness;
 - Work and interact effectively with a variety of people;
 - Show good customer service;
 - Have the stamina required to work on their feet for long periods of time carrying out such tasks as scrubbing, dusting and reaching; and,
 - Be available for evening, weekend and holiday work occasionally as needed.
- Consistently demonstrates good communication skills, bilingual and excellent organization skills.
- Maintain equipment in good working order.
- Assist with projects as assigned by Assistant Director, Facilities.
- Weekend, after hours and emergency response coverage as required.
- Regular attendance in conformance with the policies established by International House is essential to the successful performance of this position.
- Due to the cyclical nature of activities during the academic year, employees may be required to work varying schedules to reflect the needs of the office and/or the House.
- All employees must maintain a neat, clean, and well-groomed appearance. Appropriate staff uniforms will be provided.
- Upon employment, all employees are required to fully comply with the policies and procedures established by International House to ensure the safe and efficient operation of the facility.
- Facilities Staff must possess the ability to read and follow written and oral instructions in English.
- They must be able to acquire and apply knowledge of safe building practices and techniques, along with the use of related equipment, such as hand and power tools.
- They must be able to learn and use work related technology applications.

Guidelines and Supervision:

The Manager Facilities position will work under the direction of the Assistant Director, Facilities. Work is usually assigned based on special capital projects, periodic maintenance and general upkeep of the overall facilities. This position is expected to independently perform tasks they have been trained to do in a complete, thorough and timely manner.

Qualifications:

Minimum of High School diploma or equivalent.



Must be computer proficient.

Must be able to multi-task and work well under pressure.

Ability to plan and execute projects in a timely manner.

Experience:

Minimum 5 years' experience in Facility Building Operations.

Note:

Position descriptions are not intended and should not be construed as an exhaustive list of all responsibilities, skills, or working conditions associated with a job. They are intended to be an accurate reflection of the principal requirements of the position.