



## International House

### ***Position Description:***

Position Title: Assistant Director Facilities Management  
Office: Facilities Management  
Reports To: VP Facilities & Site Operations  
Supervises: Building Operations and Facilities team

### ***Position Purpose:***

Under the guidance and in collaboration with the Vice President Facilities & Site Operations the position of Assistant Director, Facilities prioritizes and manages the daily activities of the Facilities team, within Facilities & Site Operations. Maintains a safe environment for staff and community residents and ensures regulatory compliance is achieved. Lead the Facilities team to consistently deliver superior service and support to our residents, staff and guests.

### ***Responsibilities:***

1. **Maintenance Operations:**
  - a. Directs, and prioritizes the daily workload and requests from residents to provide superior support and customer service to our residents, staff and guests. Manages the Work Request system to ensure we complete all work requests in a timely fashion, prepares weekly reports, and performs quality control inspections on completed work requests.
  - b. Develops and administers performance management plans for direct reports that align and support our organizational vision, mission, and values.
  - c. Demonstrates and consistently communicates our values of empathy, respect and moral courage and instills this in all members of our team.
  - d. Ensures all projects, in conjunction with the Building Operations Manager Facilities are executed in compliance with NYC, DEP, ECB, FDNY, OSHA and other agencies having regulatory jurisdiction and facility remains in compliance.
  - e. Provides technical support and guidance to the Building Operations Manager and other departments as requested.
  - f. Coordinates, collaborates and communicates with Public Safety, Resident & Guest Services, Information Technology, and Dining Services as required.
  - g. Holiday Season decorating coordinator: Coordinating the Facilities staff on the installation of Christmas tree, Wreaths and Garlands during the holiday season.



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- h. Inventory and Supply Control: Monitor inventories and general building supplies for electrical, plumbing and carpentry. Generate Purchases orders for approval to procure supplies and vendor work for the department.
- i. Manage assigned Facilities and Capital Improvement Projects as directed by the Group Director, Facilities & Site Operations. Oversee the in-house staff responsibilities on Capital Improvement projects as assigned. Manage the bidding process for all Capital Investment project work according to company guidelines and for the approval of the VP Facilities & Site Operations.
- j. Responsible for leading and coordinating the snow removal and winter storm operations in partnership with the Building Operations Manager and the Manager of Housekeeping.
- k. Responsible for managing the Mailroom Operations service level agreement with the external service provider which involves attending weekly meetings and implementing new operational policies and procedures to drive innovative operating efficiency and improved customer service for Residents and Staff.
- l. Attends weekly meetings representing Facilities & Site Operations management at other departmental meetings as necessary including but not limited to both the Programs and Development and Alumni Relations departments.

### ***Supportive Functions:***

In addition to the performance of the essential functions, this position may be required to perform a combination of the following supportive functions.

Performs other duties as requested, such as:

- Provides back up coverage to the VP Facilities & Site Operations and Resident Building Superintendent as required.
- Work on special projects as assigned by the VP Facilities & Site Operations.
- Attends various internal and committee meetings as required.
- Prepare weekly or monthly Facilities performance reports for equipment, staffing, work requests, external service providers and project summaries.
- Supervise and evaluate staff performance.

### ***General Requirements:***



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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.

### ***Qualifications:***

Minimum of High School diploma, with a College Degree preferred.

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 Management and 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.