
JOB DESCRIPTION

POSITION: Director of Facilities and Campus Operations

REPORTS TO: Vice President of Operations

STATUS: Full Time - Salary

OVERVIEW: Responsible for the overall functions of the Facilities and Campus Operations Departments. The Director of Facilities and Campus Operations will provide direct supervision to and be responsible for work performed by the Guest Services Manager and his/her team, Health Coordinator/s, Facilities, and Maintenance Manager and his/her team, and Security operations. The Director position requires a high degree of professionalism, accountability, commitment to the mission, adaptability, and follow-through, to effectively uphold Coalition values and maintain an environment of dignity, respect, and cooperation.

(This job description may not be all-inclusive and expects the employee to perform all other duties as assigned and directed by management. Job descriptions and obligations may be modified when deemed appropriate by management.)

QUALIFICATIONS:

- The Director of Facilities and Campus Operations should possess a bachelor's degree in business management, construction, or engineering, along with related work experience. This position requires delivering superior customer service in person and written correspondence.
- Candidates must possess five (5) years of experience managing facilities management and security operations, including supervisory experience.
- Demonstrated experience in strategic planning and execution, combined with strong organizational skills and business acumen.
- Strong leadership abilities and demonstrated ability to develop and mentor staff.
- Experience with contracting, negotiating bids, managing both small- and large-scale projects, OSHA, and contract compliance, as well as managing teams and departmental budgets.
- Must be proficient in written, digital, and verbal communication.
- Skilled at effectively serving a very diverse population with aptitude in conflict resolution, critical thinking, and problem-solving.
- Must be willing to work flexible hours, including evenings, weekends, and emergency coverage.
- Bi-lingual candidates and veterans are encouraged to apply

PRIMARY DUTIES:

- Provide direct supervision to the Guest Services team, Health Coordinators, Facilities and Maintenance teams, vendors, and a Security third party contract.
- Direct the coordination and facilitation of all safety and security aspects of the Coalition for the Homeless, including safety inspections, compliance, fire and security drills, risk management, emergency preparedness, and response to emergencies or threats.
- Conduct "Safety Inspections" and submit reports as necessary.
- Develop and maintain a schedule for and facilitate Fire Drills in all agency buildings with all staff and guests.
- Support and engage various monitoring processes to ensure compliance with grants.
- Oversee vendor identification, vetting, and selection process corresponding to the responsibilities following established fiscal guidelines.
- Ensure safe operation of equipment while on campus.

- Oversee fleet management and vehicle operations.
- Develop, establish, and document operating policies and approaches for the areas of responsibilities following rules and regulations, accordingly.
- Review Incident Reports, provide feedback and training to staff, and submit following the timeframe of agency policy.
- Agency Liaison with court-ordered community service.
- Develop strategic plans and implement the objectives for the areas of responsibility to ensure timely response to the needs of the company's growth and objectives.
- Research, and recommend operating policies changes as needed. Assist with identifying new protocols, efficiencies, and new approaches to ensure goals and objectives are met.
- Liaise with senior management and department leaders on strategic systems conversions and integrations supporting business goals and objectives.
- Support outreach efforts within the surrounding Coalition premises.
- Oversee weekly dorm inspections and safety sweeps as needed.
- Participate in biweekly guest orientation sessions in support of the housing staff.
- Support recruitment efforts: and responsible for direct reports candidate selection, employee's performance review, and progressive disciplinary actions adhere to established protocols to ensure compliance with applicable laws and personnel policies.
- Provide training and coaching for direct reports and members of the facilities and campus operations teams to enhance staff development.
- Strengthen and develop an overall campus/building security protocol that includes access control and video surveillance technology and observes the campus for safety /security risks at varying times and dates.
- Collaborate with other departments, contracted security services, government agencies, vendors, and contractors.
- Strengthen, and maintain a radio communication process, including the training of staff to properly use the various codes and subsequence response needed and radio etiquette.
- Maintain safety throughout the Coalition property and support Coalition staff during any crisis.
- Collaborate with the communication team to create campus signage, particularly those related to "workplace and guest safety."
- Coordinate safety aspects of agencies Emergency Preparedness and participate in the Emergency Disaster Planning, including participation in non-agency community emergency preparedness.
- Responsible for the scheduled inspection of agency AED, First Aid Kits, and other applicable items to ensure equipment working conditions are up to standards and regulations and act accordingly on the findings.
- Develop and provide agency staff and volunteers with appropriate safety pieces of training, IE (Workplace Safety, Hazardous Material Handling, TB Protocol, other best practices)
- Maintain senior leadership abreast of health regulation changes and make recommendations in collaboration with the Health Coordinators.
- Assist with establishing health-related education events for both staff and guests.
- Partner with the Finance team on compliance, insurance, risk management-related matters.

- Participate in reviewing and preparing the annual budgeting through fiscal cycles, including suggested modifications while maintaining control of the approved budget corresponding to the direct responsibilities following established fiscal guidelines.
- Oversee the issuance of BOLOs and trespass orders. Act as liaison with OPD and Code Enforcement Agencies.
- Perform other job duties as assigned by the VP of Operations.

Required Skills

- Ability to provide leadership and manage staff.
- Ability to communicate effectively with guests, staff, volunteers, and community partners.
- Ability to be a collaborator.
- Knowledge of office management systems and procedures.
- Working knowledge of office equipment, such as printers, faxes, and multi-switch phones.
- Proficient in Word, Excel, and Outlook.
- Excellent time management skills and the ability to prioritize work.
- Diligence and critical thinking skills.
- Excellent written and verbal communication skills.
- Bi-lingual, English, and Spanish strongly preferred.
- Strong organizational skills with the ability to multi-task.
- Ability to analyze and develop system improvements.
- Ability to employ critical thinking and critical thinking skills.
- Perform job duties in various types of weather.
- Ability to work well under pressure.
- Ability to multi-task and work as a team player.
- Ability to use sound judgment to problem solve independently or within a team.
- Ability to anticipate problems and proactively mitigate the significant impact on the agency.
- Ability to research and generate pertinent reports through various technologies
- Ability to communicate with guests and deescalate heated situations, when necessary, as well as report to codes and coordinate, when necessary, the situation to a safe resolution.
- Ability to collaborate closely with companies that provide supplies, equipment and offer capital improvement/purchase proposals.
- Ability to develop safe changes throughout the campus to support the programs provided.
- Ability to monitor the department budget and approve and submit invoices for services.
- Ability to visit contracted security on-site daily to provide support and acquire feedback.
- Ability to assist security officers by providing temporary post relief when circumstances arise.
- Ability to accommodate reasonable requests of security footage from staff and law enforcement.

Professional Conduct:

- Responsible for reporting to management any suspected fraud, misrepresentation, irregularity, and suspected irregularity involving employees and guests served and any other parties with a business relationship, direct or indirect, with the Coalition.
- Protect the confidentiality of employees, guests, vendors, and grantors, validating the authority delegation information on records before discussing any information related to any files. Ensure that all information of a confidential nature is in a secured.
- Responsible for reporting to the Florida Abuse Hotline when know or have reasonable cause to suspect that a child or a vulnerable adult has been abused, abandoned, neglected, or exploited. By Telephone 1-800-96ABUSE - 800-962-2873.
- Adhere to the policies and procedures of the Coalition while maintaining prominent levels of confidentiality and discretion.
- Attend work consistently and punctually according to Coalition policy.



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- Contribute positively to the work environment by supporting innovative ideas and change when applicable.
 - Always represent the Coalition professionally.
 - Demonstrate high standards of integrity, accountability, and service as defined by the values of the Coalition.
 - Always work cooperatively with both internal and external stakeholders.
 - Interpret and effectively communicate Coalition policies verbally and in writing.

Essential Physical Requirements:

While performing duties of this job, the employee is regularly required to sit for prolonged periods; talk; hear; use hands and fingers to operate a computer, telephone, and other office equipment; reach with hands and arms; and stoop, kneel or crouch. Also, the employee will occasionally lift and move up to 25 lbs. This job's specific vision abilities include vision and the capacity to adjust focus. The noise level in the office can be volatile. The physical demands and work environment described representing those that an employee must meet successfully to perform the essential functions of this job. To make it possible for individuals with disabilities to fulfill their fundamental duties, the Coalition offers reasonable accommodations as deemed by law.

Disclaimer:

In no way states this JOB DESCRIPTION or imply that these are the only job duties conducted by the employee in this position. The employee will be required to follow any other job-related instructions and perform other job-related duties requested by any person authorized to give instructions or assignments. This description has excluded the marginal functions of the position that are incidental to fundamental job duties. All duties, responsibilities, and requirements are essential to the job.

To perform this job successfully, the applicant will possess the skills, aptitudes, and abilities to perform each duty proficiently. This document does not create an employment contract, implied or otherwise, other than an "at-will" employment relationship.

I have reviewed and received a copy of this job description and acknowledge that I have had the opportunity to ask for additional clarification from my direct supervisor or any person authorized to give instructions or assignments.

Team Member's Name (printed): _____

Team Member's Signature: _____

Date: _____

Supervisor Name: _____

Supervisor Title: _____

Date: _____

