**Reports To:** Chief Operating Officer

**Primary Accountability:** Responsible for the daily operation of the Maintenance Department.

**Primary Duties & Responsibilities:**

1. Responds to, prioritizes, schedules, and performs work order requests.
2. Writes periodic maintenance work orders for each time period.
3. Schedules and prioritizes work for self and staff.
4. Ensures quality of work is acceptable.
5. Inspects fire equipment, exits, and safety lights.
6. Monitors energy equipment to minimize consumption.
7. Oversees housekeeping contractor staff.
8. Monitors security systems.
9. Monitors and reports outside vendor work performance per contract provisions.
10. Oversees maintenance and inventory control of department tools and equipment.
11. Oversees daily receiving and delivery of all products delivered to the facilities.
12. Oversees inventory control of facility furniture and equipment as applicable.
13. Verifies bills and approves payment in responsible budgets.
14. Develops, implements, and monitors safety programs, training and chairs Safety Committee.
15. Purchases needed supplies for housekeeping and facilities maintenance.
16. Negotiates contracts for all facility-related outside contractors.
17. Responsible for all fleet maintenance.
18. Human Resources duties and responsibilities:
    1. Participates in the development of recruitment and retention strategies.
    2. Effectively supervises employees.
    3. Participates in interviewing and candidate selection process.
    4. Develops and coordinates new employee orientation and onboarding program within the department.
    5. Creates and tracks training program within the department.
    6. Maintains documentation and follows corrective action process.
    7. Completes performance appraisal process per established policies.
19. Strategic Planning duties and responsibilities:
    1. Develops and maintains departmental scorecard.
    2. Continually strives to meet strategic goals.
    3. Communicates strategic imperatives to staff regularly at staff meetings.
20. Budgeting duties and responsibilities:
    1. Develops annual operating budget.
    2. Effectively manages expenses for the department.
    3. Effectively manages staffing to budgeted FTEs.
21. Leadership duties and responsibilities:
    1. Actively participates in leadership forum.
    2. Assures staff is aware of strategic imperatives, organization goals, mission, vision, and current projects.
    3. Active participant in community.
    4. Communicates effectively with patients and all levels of the organization in a professional and timely manner.
    5. Develops and maintains policies and procedures as appropriate to role.
    6. Seeks out educational opportunities, stays current with trends, and implements appropriate changes within area of responsibility.
22. Quality Improvement duties and responsibilities:
    1. Utilizes the Plan, Do, Check, Act (PDCA) cycle.
    2. Reviews, investigates, and responds to complaints within the allowed time frame.
    3. Reviews, investigates, and responds to unusual events within the allowed time frame.

**General Development:**

1. Requires more advanced organizational skills in order to organize projects or the work of others.
2. Job duties require the ability to work independently and as part of a team.
3. Job responsibilities require individual development of priorities for effective performance of duties, including re-prioritization in response to changes in circumstances.
4. Employees are expected to determine an effective response to situations encountered within established precedent.
5. Work requires the incorporation of departmental/functional processes into the overall functioning of the organization.
6. Duties require drawing conclusions using inference and logic, which may be different than the conclusions that could be drawn by others.
7. This position requires the exercise of management authority over employees in the Facilities Department

**Professional & Technical Knowledge:** Job duties require knowledge and training in the field of maintenance, typically acquired through a formal Associates degree or trade school program in related field.

**Technical Skills:**

1. Ability to prepare more complex documents in Microsoft Word, including creating tables, charts, graphs, and other elements.
2. Ability to use Microsoft Excel to analyze data, including the use of formulas, functions, lookup tables, and other standard spreadsheet elements.
3. Ability to create basic presentations in Microsoft PowerPoint.
4. Fully functional in use of the Outlook program.
5. Ability to access and complete data entry in Kronos.
6. Ability to access data in MIP.
7. Ability to generate, review and close work orders in CMMS System.

**Communication Skills:**

1. Job duties require the employee to effectively communicate complex and/or technical information to co-workers and others.
2. Employees are responsible for the resolution of conflicts that may arise because of disagreements between employees, between employees and customers/clients, or with the public, other legal entities or governmental authorities.
3. Job duties require the compilation and analysis of information prepared in effective written form, including correspondence, reports, articles, or other documentation.
4. Duties involve convincing others to take actions, or to behave in a specific way desired by the employee.

**Work Environment:** Work is performed in an office environment as well as outdoors. May involve exposure to potential injury, including long exposure to the elements, or potentially hazardous conditions

**Additional Job Requirements:** Must have reliable transportation and provide documentation of auto insurance and valid driver’s license as required.

**Blood/Fluid Exposure Risk:** Category I: Tasks routinely involve a potential for mucous membrane or skin contact exposure to blood, fluids or tissue. Use of personal protective equipment (PPE), when appropriate, is required.

**Typical Physical Demands:**

* Sitting for long periods of time
* Occasional lifting up to 20 pounds
* Frequent bending, walking, reaching and kneeling
* Good eyesight and vision for close work/computer screens
* Ability to communicate in person and on the phone
* Frequent use of the keyboard requiring manual dexterity
* Frequent writing requiring manual dexterity