

Job Description – Facilities Manager

Department: Operations
Job Title: Facilities Manager
Reporting to: Director of Operations & Special Projects
FLSA Status: Exempt
Date Prepared: August 10, 2026



Job Summary:

The Facilities Manager plays a vital role in ensuring that the facilities provide a comfortable, supportive and clean environment for families. This role requires a varied skill set spanning hands-on trade knowledge, vendor and contractor management and team supervision. The Facilities Manager combines leadership, organization and hands-on responsibilities to maintain high standards of safety, orderliness and cleanliness within the House, while responding with a strong sense of urgency to the ever-evolving needs of a 24/7 facility.

The Facilities Manager is responsible for the physical premises of the House including the safe and consistent operation of all building systems, security and technology which supports the work of the organization and safeguards the well-being of resident families, staff and volunteers. This includes serving as the on-call contact for facility emergencies and leading hurricane and emergency preparedness efforts for the House. The Facilities Manager provides oversight to the housekeeping department.

Essential Duties and Responsibilities:

- Manages physical facility requirements including regular inspection, maintenance and monitoring of all building systems.
- Implements maintenance calendar to include all major systems, including but not limited to HVAC, plumbing, electrical, mechanical and fire/security systems. This includes long range planning of system replacements.
- Coordinates and manages relationships with outside contractors and vendors at a high level, ensuring building safety and security regulations are complied with, work is completed to standard and all affected departments and persons are notified.
- Oversees ordering of supplies and equipment to support House operations through approved vendors, ensuring appropriate inventory controls and purchasing processes are followed. Ensures and maintains supplies inventory at necessary levels.
- Responds to and prioritizes all maintenance requests, balancing routine work with urgent issues, and ensures repairs are performed in a timely manner.
- Documents and maintains accurate records of medical and equipment needs/repairs, warranties, assets list, parts list, operating instructions, punch lists and other documents pertaining to preventative maintenance of the facility.
- Identifies potential capital projects, secures quotes and supports execution from planning through completion, including scheduling, vendor coordination and budget tracking.
- Serves as the on-call contact for facility emergencies, responding promptly to urgent issues outside normal business hours to protect the safety of resident families, staff and volunteers.
- Leads hurricane and emergency preparedness efforts for the House, including maintaining the storm plan, coordinating supply and equipment readiness, securing the property ahead of storms and managing recovery efforts afterward.
- Develops and implements safety and security policies and procedures to safeguard residents, staff and volunteers as well as physical assets of the organization.

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- Ensures adherence to established housekeeping standards.
- Ensures efficient performance of technology and telecommunications systems to support all operations.
- Manages maintenance technicians, housekeeping departments and volunteers to achieve high performance.
- Maintains effective relationship with outside security advisors, including fire and police services.
- Manages all physical elements and processes related to infection control measures, liaising with Family Services when appropriate.
- Inspects House facilities and grounds on a daily basis to ensure property is clean and in good repair.
- Communicates and works closely with other departments to meet specific building, equipment and appliance needs, adapting quickly as priorities shift.
- Assists with identifying house-related service projects to be completed by volunteer groups.
- Partners with development team to apply for facility-related grants by identifying needs, costs and pertinent information.
- Assists with preparing for the annual budget by identifying future facility needs and securing quotes, proposals and estimates on facilities projects.
- Maintains all storage and workrooms including mechanical, elevator, technology and sprinkler.
- Responsible for the maintenance of the organization's vehicle fleet, including routine servicing and licensing.
- Implements goals of strategic plan as they pertain to Facilities Management.
- Always provides a smiling face and helpful attitude when in contact with house guests.
- Attends all meetings and trainings as required.
- Performs other duties as assigned.

Education and Experience Requirements:

- Experience in operations and facility maintenance, with demonstrated hands-on trade skill as well as supervisory or managerial experience.
- Knowledge of various building machinery and technology (HVAC, plumbing, electrical, appliances, etc.)
- Proven experience in a self-directed work environment, comfortable managing shifting priorities and competing demands.
- High school diploma or equivalent required; some college coursework in written composition, business math or other related business classes preferred.

Knowledge/Skills/Abilities:

- **Guest Engagement** – fosters a welcoming and inviting environment.
- **Team Orientation & Interpersonal** – highly motivated, passionate and creative team player with ability to develop and maintain collaborative relationships with all levels within and external to the organization.
- **Service Orientation** – interacts with guest families and directly gathers feedback, while addressing concerns when necessary.
- **Communication** – able to effectively and persuasively express self verbally and in writing, using correct language and grammar in a professional, diplomatic and tactful manner.
- **Organization & Time Management** – able to work independently with minimal supervision, complete actions within established deadlines and handle multiple priorities with strong attention to detail.

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- **Urgency & Adaptability** – able to recognize and respond to urgent facility needs quickly, shifting between planned projects and immediate demands as the House requires.
- **Vendor & Contractor Management** – able to negotiate with, direct and hold outside vendors and contractors accountable to scope, budget and timeline.
- **Flexibility** – availability to work evenings and weekends, as well as extended and on-call hours in and around the House, as needed, including during emergencies and storm events.
- **Systems & Software** – proficient knowledge of Microsoft Office and familiarity with facility systems.

The cited duties and responsibilities describe the general nature and level of work performed by people assigned to the job. They are not intended to be an exhaustive list of all the duties and responsibilities that an incumbent may be expected or asked to perform.

Skill Requirements: (X = Required for job)			
X	Typing/computer keyboard	X	Verbal communication
X	Utilize computer software (specified above)	X	Written communication
X	Retrieve and compile information		Public speaking/group presentations
X	Maintain records/logs	X	Research, analyze and interpret information
X	Verify data and information	X	Investigate, evaluate, recommend action
X	Organize and prioritize information/tasks	X	Leadership and supervisory, managing people
X	Operate kitchen and office equipment	X	Basic mathematical concepts (e.g. add, subtract)
	Advanced mathematical concepts (fractions, decimals, ratios, percentages, graphs)		Abstract mathematical concepts (interpolation, inference, frequency, reliability, formulas, equations, statistics)
Physical Requirements: (X = Required for job)			
X	Sitting for extended periods		Lifting/carrying up to 20 pounds various items
X	Standing for extended periods	X	Lifting/carrying more than 20 pounds various items
X	Extended periods viewing computer screen	X	Repetitive Motions
X	Walking	X	Pushing/Pulling
X	Reading	X	Bending/Stooping
X	Speaking	X	Reaching/Grasping
X	Hearing	X	Writing
	Other (List):		Other (List):
Hazards: (X = Required for job)			
X	Normal office environment	X	Electrical current
X	Toxic or caustic chemicals (cleaning)	X	Housekeeping and/or cleaning agents
X	Flammable, explosive gases	X	Proximity to moving mechanical parts
Employee Acknowledgement:			
I have reviewed and understand the requirements stated in this Job Description.			
Employee's Signature		Date	