Facilities Manager

Tower Hill Botanic Garden, PO Box 598, Boylston MA  01505  508-869-6111

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<tr>
<th>Direct Manager:</th>
<th>Chief Financial and Operating Officer</th>
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<td>Department/Group:</td>
<td>Operations</td>
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| Job Category: | • Exempt  
• Permanent  
• Full-time |
| Location: | Boylston, MA |
| Travel Required: | Occasional |

Tower Hill Botanic Garden believes diversity in nature promotes a healthy, vigorous garden. We believe that diversity among our staff promotes a healthy work environment and a vigorous organization. We recruit, employ, train, compensate and promote regardless of race, religion, color, national origin, sex, disability, age, veteran status, and other protected status as required by applicable law. We believe in diversity of race, gender identity, sexual orientation, religion, ethnicity, national origin, ability, and all the other traits that make us unique. Tower Hill is an equal opportunity employer.

Responsibilities

Building Operations

- The Facilities Manager is responsible for the repair and maintenance of
  - The Stoddard Education and Visitors Center, the conservatories, growing houses, the 18th-century Farmhouse, the Potting Shed, and the Horticulture Barn. These structures include office space, horticultural work areas, display and exhibit areas, a garden shop and café, classrooms, theater and equipment storage areas.
  - The HVAC, fire suppression, plumbing, lights, elevator, septic, security and electrical systems in all interior and exterior spaces, including utility and energy management
  - Safety equipment and signage including first aid kits, fire extinguishers and smoke alarms
  - Café equipment as specified by contract with the outside food service provider
- Works with all departments to support the planning for and execution of meetings, programs, exhibitions, special events and private rentals through staffing, equipment and other needs. This includes room set-up and take-down.
- Coordinates 24/7 response to emergency situations and ensures that all on-call response staff are properly trained
- Manages snow removal operations, in cooperation with the Director of Horticulture
- Coordinates outsourced services as required.
- Performs other duties as assigned

Finance and Budgeting

- Recommends an annual budget for the department and manages the approved operating budget for the Facilities department

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- Assists with the development of long-range plans and capital outlay requirements
- Prepares Requests for Proposal and secures competitive bids for all qualified expenditures and projects in accordance with established policies and procedures

Roles in the organization

- Holds a seat on the Tower Hill Sustainability Committee
- Joins other internal committees as appropriate and on request
- Ensures compliance with municipal, state and federal regulations, including licensing and inspection requirements, governing building operations
- Acts as the Safety and OSHA compliance officer including
  - maintenance of the OSHA log and required filings.
  - recommendations regarding safety training for all staff and providing training as appropriate.
  - ensuring that all members of the Facilities Department are appropriately trained and/or licensed to fulfill their work assignments.
- Serves as part of the team that regularly reviews and updates the Emergency Response Plan

Leadership and Interpersonal Relations

- Interacts with all levels of THBG staff, fostering an atmosphere of respectful cooperation and support
- Demonstrates positive relationship skills with staff, visitors, vendors, contractors, Trustees, etc.
- Supports and participates in Tower Hill’s diversity and inclusion trainings

Supervision and Training

- Directly supervises facilities staff
- Creates and manages a training and development plan for Facilities staff
- Responsible for hiring staff
- Reviews performance in accordance with THBG’s policies and applicable law
- Addresses complaints and resolves problems

Qualifications

The incumbent must have

- Working knowledge of all trades and facilities codes; certificates in these areas preferred.
- Hands-on experience in carpentry, plumbing and other trades strongly preferred
- Experience and skill managing staff, coordinating multiple projects, and interacting with other departments within the organization are required.
- Understanding the mission of Tower Hill Botanic Garden
- Experience in developing and managing a budget
- Demonstrated ability to communicate verbally and in writing
- Must be familiar with Microsoft Office applications including Outlook, Word and Excel and be able to
Facilities Manager

- comfortably learn new software (such as scheduling, work order or light controls)
- Familiarity with building plans and the ability to read and understand architectural drawings is essential
- Familiarity with CAD files and the conversion to CAD format is preferred but not required
- Ability to solve problems efficiently and effectively under pressure
- Detail- and deadline-oriented while having the ability to “see the big picture”
- Strong organizational and interpersonal communications skills and the ability to work well with people from all walks of life, making effective use of patience and tact
- A customer service orientation for both internal and external contacts

Physical Demands

The physical demands listed are representative of those that must be met by the employee to successfully perform the essential functions of the position. Reasonable accommodations may be made to perform essential duties of the position. While performing this position, the employee is required to talk, hear, sit, stand, bend/stoop. Occasionally the employee is required to kneel/crawl, carry, reach, push/pull, climb/balance and lift 100 pounds. The employee must have good vision to read documents for general understanding and analytical purposes. The employee will be required to review non-written materials for general observation and analytical purposes. It is necessary for the employee to differentiate between colors.

Work is performed within a typical office setting, in attic spaces, basement and cellars, storage areas, outside, exposed to variations in weather or inside in extreme cold or heat. Occasionally the work is performed in confined quarters or in heights over 6 feet or outdoors over varied terrain.

Schedule

The Facilities Manager position is salaried and exempt from overtime. The standard work schedule for this position is Monday-Friday. However, the schedule may be flexible to suit the needs of the organization and may at times involve weekend or evening hours.

Education and Experience

- Five years experience in the care and maintenance of a large buildings and grounds facility
- Previous supervisory experience
- Bachelor’s degree or equivalent in a related field of study
- Certification in a trade or facilities management preferred