



connections
FOR THE HOMELESS

2121 Dewey Avenue
Evanston, IL 60201
847.475.7070

JOB DESCRIPTION

FACILITIES MANAGER (BILINGUAL)

FLSA Status: Salary Exempt

Overview: Connections for the Homeless is a non-profit organization that serves and catalyzes our community to end homelessness, one person at a time. We envision an end to homelessness where everyone in our community has safe and stable housing. Connections provides comprehensive, compassionate, well-resourced, and effective programs for those experiencing homelessness and housing insecurity in the northern suburbs.

Summary of Position: The Facilities Manager directs and leads the work of the Facilities Staff, including the initiation and completion of facility cleaning, facility maintenance and facility projects. Manager must be fluent in both English and Spanish. This is a hands-on working management position that deals with the day-to-day operations of Connections' seven facilities. Manager must be able to safely lift and position up to 50 pounds, and the job entails bending, kneeling and reaching, often in awkward or tiring positions. Manager is adaptable in a fast-paced atmosphere, works well in a team environment, and thrives on responsibilities that sustain a safe, well organized, growth-oriented, effective, and efficient operation.

Specific Duties:

Facility Custodial + Maintenance Management (40%)

- Ensure adequate staffing coverage is provided, setting and continually improving the standards of excellence for daily routine cleaning and ensuring the appearance of the facilities is as close to perfect as possible
- Recruit, train, schedule and supervise Facilities Specialists
- Work closely with all departments to meet facility needs and ensure safe and well-maintained buildings
- Act as liaison to contract vendors, including but not limited to custodial, extermination, landscaping, and snow removal

Key Responsibility: Facility Maintenance (40%)

- Perform annual and ongoing preventative maintenance across Connections' seven primary facilities

- Respond to maintenance requests, understanding how to appropriately prioritize requests and escalate issues that may require external support to resolve
- Demonstrate a knowledge of handy-man skills and tools and an ability to train staff members on proper use of tools
- Assist in developing annual maintenance plans and maintenance improvement plans

Key Responsibility: General Operational Support (10%)

- Provide administrative support to the Operations department including scheduling, managing maintenance requests, assisting with invoices, and submitting payroll
- Ensure operations-related supplies are inventoried and ordered as needed
- Assist with moving and transportation of agency equipment, furniture, and supplies between program locations and storage facilities

Key Responsibility: Teamwork (10%)

- Maintain a “team first” outlook, supporting the success of the entire organization and its mission in attitude, ideas, and actions
- Act as a key member of the Operations team and back-up to assist in coverage and management of Facilities Staff and projects
- Develop and maintain strong and professional relationships with fellow Staff, as well as Participants and Volunteers through effective, and cross-functional, communication and collaboration

Knowledge, Skills + Abilities

- Understanding of cleaning processes, especially in hotel-format settings
- Understanding of HVAC, electrical and plumbing systems
- Understanding of building codes, safety practices and standards
- Proven track record of engaging and building relationships with vendors
- Demonstrate initiative represented by a sense of urgency, energy, enthusiasm, attention to detail, and follow up
- Exceptional work ethic and track record of personal achievement
- Quick, sound, and decisive decision-maker in rapidly changing conditions; anticipating, addressing, and solving problems
- Available to work all assigned shifts, arriving on time and prepared

- Adhere to the Core Values and Code of Conduct for Connections for the Homeless

The following qualifications are requirements for the position:

- Fluent in both English and Spanish
- Three (3) or more years of supervision and team management experience
- Three (3) or more years of direct experience in building and maintenance operations
- HVAC, Electrical, and Plumbing experience a must; certifications a plus
- High school diploma or equivalent experience
- Driver's License and a good driving record for past 3 years
- Ability to respond to facility/property emergencies as needed outside of traditional work hours
- Computer proficiency in Microsoft Office
- Ability to work independently and with diverse populations through effective speaking, writing, and interpersonal skills
- Must submit to a criminal background check and submit to, or provide evidence of, a recent test for tuberculosis

Other Requirements

- Must be able to safely lift and move up to 50 pounds. The job entails bending, kneeling and reaching, often in awkward or tiring positions.

Reports to: Operations Manager