



Job Description

Job Title: Building Maintenance Manager
Department: Operations
Reports To: Sr. Director of Operations
FLSA Status: Non Exempt, Full Time
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Summary: Daily support and management of custodial/cleaning duties, handy-man tasks, company equipment on and off-site, and contracted work; to include third party interaction, in a timely and positive manner.

Essential Duties and Responsibilities include the following. Other duties may be assigned by the Sr. Director of Operations.

- Daily cleaning of public restrooms, public areas and scheduled cleaning of offices, additional restrooms, and public areas; to include spot check cleaning throughout shift for all areas. In addition, in times of planned absences, securing coverage of cleaning duties, via approved cleaning company.
- Basic building maintenance (e.g. handy-man tasks, changing light bulbs and air filters, paint touch ups, monthly fire extinguisher checks, etc.), to include maintaining a constant awareness of any and all building needs during walkthroughs, as well as keeping a running list of building repairs/needs and addressing those, as needed.
- Asset Management of Visit Knoxville property/equipment, to include:
 - Scheduling
 - Gathering, loading and unloading equipment
 - Charging, cleaning, and maintenance, as needed
 - Maintaining inventory
- Assist with oversight, management, maintenance and labor needs with all equipment managed by Visit Knoxville (e.g. sport flooring, goals, nets, etc.; brochure stands; TV installation; etc.)
- Delivery of items, as needed, by Visit Knoxville
- Communication, scheduling, meeting and management with third party contracts for tasks of a higher level (e.g. plumbing, HVAC, etc.)
- Identifying needs, ordering and stocking supplies of custodial paper needs (e.g. toilet paper, paper towels).
- Maintaining stock levels of copy paper at each printer station/area.
- Emergency cleaning needs met in a timely manner and sanitized appropriately.
- Company vehicles:
 - Maintenance (e.g. oil changes, tire rotation, tags, cleanings, gas fill-ups, etc.) to be properly maintained for each vehicle.
 - Movement of cargo van out and back into alley (for garbage pick-up)
- Collecting and removing all cardboard and plastic recycling products
- Assist staff with heavy lifting/unloading of items when needed (i.e. visitor guides, boxes, event items, soft drinks, trade show booths, etc.)
- Ensuring all items returned to Visit Knoxville (includes internal and external returns) are in good condition, clean and labeled appropriately before returning to proper location for storage.

Additional Requirements

- Furniture assembly and moving, as needed.
- Flexibility in schedule is a must for this position due to special events, holidays and weekends.
- Ability to drive company vehicles by maintaining a valid driver's license
- Must be aware that you are representative of the Visit Knoxville in appearance and attitude at all times.

Qualifications To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience One year certificate from college or technical school and one to two years related experience and/or training; Or a minimum of four years related experience and/or training.

Supervisory Responsibilities

This job has no direct employee supervisory responsibilities; however does manage vendor relations.

Computer Skills

To perform this job successfully, an individual should have knowledge of Microsoft Word, Microsoft Excel, and email/calendar programs. Ability to work within the internet for search engines, mapping, etc.

Language Skills

Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, vendors, clients and other employees of the organization.

Mathematical Skills

Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions and decimals. Ability to make currency change.

Reasoning Ability

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram or schedule form.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee is frequently required to stand; walk and reach with hands and arms. The employee must have the ability to easily lift and/or move up to seventy (70) pounds.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level and temperature in the work environment is usually moderate.

Competencies

To perform the job successfully, an individual should demonstrate the following competencies:

Problem Solving – Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.

Project Management – Develops project plans; Coordinates projects; Communicates changes and progress; Completes projects on time and budget; Manages project team activities.

Customer Service – Manages difficult or emotional customer/vendor situations; Responds promptly to customer/vendor needs; Solicits customer/vendor feedback to improve service; Responds to requests for service and assistance; meets commitments, all with a positive attitude.

Interpersonal Skills – Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.

Oral Communication – Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Participates in meetings.

Teamwork – Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.

Cost Consciousness – Works within approved budget; Develops and implements cost saving measures; Conserves organizational resources.

Ethics – Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values.

Organizational Support – Follows policies and procedures; Completes administrative tasks correctly and on time; supports organization's goals and values; Benefits organization through outside activities; Supports affirmative action and respects diversity.

Planning/Organizing – Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Organizes or schedules other people and their tasks; Develops realistic action plans.

Professionalism – Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.

Adaptability – Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.