

City & Borough of Wrangell

Position Description

| | |
|-------------------------------------|------------------|
| Position: Facility Manager | Position Number: |
| Department/Site: Nolan Center | FLSA: Non-exempt |
| Evaluated by: Nolan Center Director | Salary Grade: 18 |

Summary

Collaborates with the director to oversee the Nolan Center facility operations. Following the strategic goals set by the director, the manager offers recommendations and input to assist in managing the Museum, Collections, Gift Shop, Civic Center and Theater.

Distinguishing Career Features

The Facilities Manager is responsible for managing the Nolan Center facility. The manager works closely with the site director to enhance the day-to-day business operations of the facility; leading staff and overseeing upkeep throughout the facility.

Essential Duties and Responsibilities

The following duties and responsibilities are intended to be general guidelines and may change based on the needs of the facility and the development of strategic goals.

OPERATIONS

- Assist the director with day-to-day operations and management of the facility
- Manages and leads the team to enhance operations based on the strategic goals
- Set-up for events including logistics, planning and organization of rooms and equipment use
- Assists with the Gift Shop operations, summer cruise-ship tours and visitor assistance as needed, including the billing process
- Supervises prioritization of winter projects Collections, Artifacts, Museum Exhibits

GENERAL ADMINISTRATION

- Works with the director to prepare and administer work schedules for employees to meet the needs of the facility and within the guidelines of the budget
- Prepares recommended projects for director and works in partnership with the director to prioritize the needs of the facility

GENERAL FACILITY

- Makes recommendations to the director regarding facility needs
- Does research and provides quotes for maintenance and repair recommendations
- Maintains procedures, product specifications, and manuals of facility equipment
- Responsible for ordering supplies and maintaining inventory records of all equipment and supplies throughout the facility
- Monitors and administer maintenance and cleaning throughout the facility
- Monitor HVAC system and security systems throughout the building

TEAMWORK AND COOPERATION

- Works cooperatively with the director, employees, contractors, other city departments, renters and the public

SUPERVISION

- Works closely with the director to supervise employees
- Trains and guides the Lead Attendant to assist with all facility operations
- Provides staff and volunteer training regarding general maintenance, inventory, and stocking the facility. Trains staff and volunteers to learn audio and video equipment

MAINTENANCE

- Develops and leads the safety program guidelines and procedures for the facility
- Oversees and schedules building maintenance within budget guidelines discussed with the director and relies on staff from Public Works, Parks and Rec and independent contractors for general maintenance

THEATER

- Manages all aspects of the theater operations
- Develop policies and procedures for the theater production process
- Coordinate with the director and the lead attendant to determine movie showings
- Maintain relationship with booking agent, following protocol and reporting
- Maintains working knowledge of all theater equipment and operations
- Manages concessions ordering, supplies and sales providing reports to director
- Work with director to schedule staffing needs including the rotation of managing each movie night between the director, manager and lead attendant
- Assist the director with booking statewide cultural activities for the theater

MUSEUM/COLLECTIONS

- Assists the director in all aspects of Museum and Collections operations, including developing policies and procedures, record keeping and safety protocol
- Keeps accurate records of artifacts on loan or donated from the community through standard museum registration techniques
- Monitors humidity and temperature for stability
- Assists in the preparation of annual loan renewals

CIVIC CENTER/VISITOR CENTER

- Assists in all aspects of promoting Wrangell and the use of the center
- Develops and maintains operating procedures for conventions and meetings in collaboration with the director
- Facilitates promotional opportunities for booking the center

PUBLIC RELATIONS

- Provides direct public interaction and exceptional service when setting up events
- Provides technical support to renters when using facility equipment
- Exceptional customer service during tours of the facility/Museum

Qualifications

▪ **Abilities**

Ability to work cooperatively in a managerial role collaborating daily with the director. Ability to perform a variety of administrative duties and proactively learn new techniques. Must have the ability to motivate and lead staff with new processes.

Requires the ability to communicate effectively both orally and in written form. Must be capable of handling the changing needs and priorities of the facility. Willingness to perform various job-related tasks with a strong sense of teamwork. Ability to lead by example and give direction while implementing the strategic goals of the facility.

▪ **Education and Experience**

High school diploma. Previous management experience and some college is desirable. Event planning and catering knowledge is helpful. Technical expertise is a plus.

▪ **Knowledge and Skills**

- Requires working knowledge of the facility and general maintenance
- Requires the skills to organize and set up for events/functions
- Requires general computer knowledge and office experience

▪ **Physical Abilities**

Ability to lift and/or carry 50 pounds, move tables/chairs and a variety of equipment. Ability to work flexible hours including weekend and evening hours for events.

▪ **Licenses and Certificates**

Requires valid Alaska Driver's License. Food handlers card is needed for the kitchen.

▪ **Working Conditions**

Most work is performed indoors where minimal safety considerations exist. May work long hours, (including weekends and holidays) and outside in garden area when needed.

This job/class description describes the general nature of the work performed, representative duties as well as the typical qualifications needed for acceptable performance. It is not intended to be a complete list of all responsibilities, duties, work steps, and skills required of the job.