



Staff Role Description Facility Manager

Ministry:	Campus
Reports To:	Director of Facilities
Average Hours Per Week:	Full-time – 40+ hours per week, Part-time – Varies DAY/TIME: Variable and flexible office hours, including some days, evenings and weekends, driven by each campus' needs. Special ministry holidays and events may require additional availability. Schedule is to be determined under the direction of the Director of Facilities and the Campus Pastor.
Role Type:	Exempt
Last Revision Date:	02.06.2013

Role Overview

The primary responsibility of this position is to oversee a Facilities Ministry team and being directly responsible for maintaining 1) the building structure, 2) campus grounds, 3) utility systems, 4) life safety systems and 5) equipment assets in a supervisory and hands-on manner in order to provide a safe, inviting, friendly and warm atmosphere for all visitors to our facilities while supporting the church staff in their ministry activities.

Ministry Goal

Stewarding the resources God has given us and communicating value to those who visit or attend The Chapel by maintaining, upgrading and/or repairing our buildings, grounds and equipment.

General Requirements

1. Alignment with and support of the Chapel Staff Expectations (as outlined in the Chapel Application for Employment and The Chapel Staff Handbook).
 - The five key areas of values (see our Staff Handbook for detail):
 - i. Culture – Fully embraces and embodies The Chapel's identity and who consistently demonstrates it in everyday life
 - ii. Character - Holistically healthy, inspiring to others, and becoming more like Jesus every day
 - iii. Commitment – Defined by a revolutionary commitment to, and personal sacrifice for, the cause of Jesus Christ
 - iv. Community – Lives authentically and transparently in community and who infuses life into the people around them, naturally helping them to become more like Jesus.

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- v. Competence – Diligently strives for and achieves high levels of performance in the role (as listed below)
2. Model an Authentic Relationship with Christ
 - Model a life and conduct worthy of emulation.
 - Demonstrate a contagious, growing love for God and others.
 - Grow spiritually through consistent, meaningful use of spiritual practices (devotional life, prayer, etc.).
 - Attract others by being authentic, joyful, inspiring and loving

Primary Responsibilities

1. Building Maintenance

The building should be maintained in accordance with Chapel standards. A regular routine check should be made to insure that all glass is intact, all lighting is operating properly, the building finish is maintained, and all doors, door hardware, and locking devices are operating as designed. Roofing should also be checked and maintained as needed. Proper maintenance of all landscape and building lighting is the responsibility of the Facility Manager, as is parking lot lighting and sign lighting. All interior ceilings, floors, walls, doors, door hardware, and locking devices are the responsibility of the FM. All building and systems inspections are the responsibility of the Facility Manager.

2. Equipment Maintenance

This position is responsible to insure that all physical equipment is operational. This applies to all HVAC systems, all electrical, all plumbing, and all other mechanical & safety systems. This position is also responsible for routine preventative maintenance or repair of all equipment, furniture, and systems (except equipment directly related to the weekend service or any other audio, video, or stage related lighting), whether by self-repair or use of outside contractors. All tools, supplies, and inventories of such shall be regularly maintained and replenished when necessary. Preventative maintenance and repair schedules should be kept and reviewed on a regular basis. Outside inspections by village, state, or other agencies will be scheduled and administered by the FM's.

3. Grounds Maintenance

All campus grounds must be maintained in a manner that is consistent with The Chapel's value of excellence. The first impression by visitors and regular attendees should be a clean, well maintained, landscaped campus. While all landscaping is provided by an outside contractor, it is the Facility Managers responsibility to communicate to the Director of Facilities any inconsistencies in the quality of the responsibilities. All signage should be visible, clear, and well maintained. Roadways and parking areas should be clean and easily accessible. Building entrances should also be free of clutter, inviting, well maintained, and well lit. There may also be times when some of this work is done though volunteers

4. Planning

- Develop a preventative maintenance plan for the Ministry for the upcoming year
- Assist in all construction, repair, and/or maintenance projects with volunteers, subcontractors, and/or staff
- Schedule priorities based on immediate need and on instructions given by DF

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5. Execution

- Help to implement the strategic plan of the ministry
- React positively and effectively to obstacles and issues that may delay or deter implementation of that plan
- Supervise, manage, and oversee the day-to-day activities which ensure the campus is continuously able to support all (Ministry and non-ministry) functions, efficiently, timely, in a safe, warm hospitable manner.
- Responsible to oversee the Facility Staff Technicians & Event techs when servicing their campus.
- Assist the Director of Facilities by providing input to the development of campus budgets and schedules (including capitalization of future major expenses)
- Assist Facility Coordinator in all space set ups/tear downs for chair, table, and writing board configurations as may be requested to include climate control.
- Understanding of EMS (ministry scheduler) to include handling request, from both staff and external parties, for campus use. Promote and foster a hospitality first atmosphere for the campus.
- Perform maintenance in all electrical, mechanical, and plumbing areas as needed
- Responsible for maintaining the environment of their campus at a comfortable temperature through the utilization of HVAC systems
- Facilitate effective utilization and operation of facility maintenance support systems (i.e. lifts vacuum cleaners, floor scrubbers, buffers, baptismal tub, etc.).
- Maintain, control, and continually manage the campus security camera system and card access system.
- Get monthly feedback from CP's and/or others to be proactive with security and key issues
- Maintain all storage areas and auxiliary buildings as needed
- Responsible for Inventory control i.e., cleaning, staff kitchen, bathroom supplies
- Along with the CP and DF, Performs /directs inter office relocation and reconfiguration projects
- Responsible for completing remodel or construction projects within their facility that are 200k or less
- Maintain records for construction, reconstruction, remodel and inter office roles
- Schedule and administer all equipment & building inspections performed by outside agencies
- Along with the DF & FC direct on-going training and orientation of facility staff to improve work performance and to ensure staffing understands and complies with The Chapel, policies and procedures.
- Perform additional duties as needed and directed by the Director of Facilities and CP's. Should conflicts arise the DF, FM & CP's will work together to determine the best solution.

6. Communication

- Report on your duties through completion of a weekly report to the Director of Facilities
- Attend and participate in a weekly Church-wide Staff Meetings and Campus Staff meetings
- Ensure open and effective Spirit led communication with fellow MT's & staff members.
- Keep the Campus Pastor updated on a timely basis.
- Responsibilities in continuous partnership with Campus Pastors to identify and seize opportunities for greater effectiveness.

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7. Ministry Support

- Maintain a high degree of motivation throughout the Ministry by being willing to serve the staff, volunteers, and visitors in any way as directed by the Director of Facilities or other church leadership
- Exercise good stewardship of all Ministry resources
- Promote safety as part of every assigned task and conduct audits to insure work areas are maintained safe
- Make yourself available for all those serving in this ministry in order to be a servant to them
- Maintain an attitude of humility in accepting assignments and instructions from Chapel leadership

Core Competencies & Key Behaviors

1. **Activator:** An activator is an action oriented individual who transforms strategic plans, innovative ideas and decisions into action.
 - Demonstrates a comprehensive understanding of the ministry's/organization's strategic plan, idea or decision
 - Translates the plan, idea or decision into actionable next steps
 - Delegates and implements next steps
 - Dives into the task, acting on current knowledge and resources rather than waiting for ideal circumstances
 - Learns through reflection on previous actions
 - Creates motion and momentum in others, inspiring them to action
2. **Administrative Proficiency:** An individual with administrative proficiency is office savvy and possesses strong interpersonal and organizational skills.
 - Demonstrates the ability to effectively prioritize and organize people, tasks and events
 - Utilizes traditional office equipment (scanner, copy machine, fax machine, etc.) and phones
 - Exhibits a strong attention to detail and the ability to multi-task
 - Is engaging, courteous, approachable and helpful
 - Has a good working knowledge of email and Microsoft Office products, including Excel, Word, Outlook and PowerPoint
3. **Collaborative Leader:** A collaborative leader works effectively, both within a team and among diverse teams or departments, to create an environment where ideas and decisions are jointly developed, owned and executed.
 - Wisely navigates complicated and diverse interpersonal dynamics
 - Fosters environments where no individual's idea will be as good as a team's
 - Embraces unique temperaments, giftings, approaches and experiences in order to derive the best outcome possible
 - Works interdepartmentally to accomplish greater things than individual departments or silos can produce
 - Understands and navigates the cultural idiosyncrasies of a large organization
4. **Critical Thinker:** A critical thinker approaches a situation, problem or opportunity systematically by clearly defining the problem, collecting and analyzing relevant data, establishing facts, researching

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alternative perspectives/possibilities and drawing valid conclusions.

- Clearly defines problems and raises vital questions
 - Researches, gathers and assesses relevant information to the problems and questions
 - Views problems and questions from multiple angles and investigates alternative explanations and causes of the questions and problems
 - Links data, knowledge and wisdom together to provide advice and identify the best courses of action, solutions and conclusions
 - Demonstrates open-mindedness
5. Customer Focus: An individual with customer focus seeks to welcome, serve, support and effectively resource customers.
- Works to build customer relationships through reliable service, trust and respect
 - Identifies customers' needs and matches them with appropriate resources
 - Treats internal and external customers courteously
 - Demonstrates a thorough knowledge of products
 - Researches and locates new products when the need arises
 - Monitors customer satisfaction by eliciting feedback from customers
 - Considers both short and long-term interests of the customer in making service decisions
 - Assumes ownership of customer issues and follows up on outstanding issues in a timely manner
 - Creates strategies to help serve customers more effectively
6. Problem Solver: A problem solver identifies concerns, problems or potential areas of concern in a timely and accurate manner and resolves them effectively.
- Identifies problems (or potential problems) in a timely and accurate manner
 - Breaks down complex problems into their fundamental parts
 - Evaluates the many possible causes for a problem
 - Asks meaningful and relevant questions to understand problems and potential causes
 - Notices discrepancies and inconsistencies in information related to problems
 - Analyzes costs, benefits, risks and chances for success of potential solutions
 - Uses logic and methods to solve difficult problems with effective solutions
 - Probes all fruitful sources for potential answers
 - Proposes solutions and implements solutions
 - Tracks the progress and efficacy of proposed solutions
 - Facilitates groups or teams through the problem-solving process
7. Standard-Bearer: A standard-bearer champions the Chapel's DNA, message, values and ministry approach, drives for excellence, lives a life of actively rediscovering God and inspires others to do the same.
- Pursues a vibrant, authentic and inspiring relationship with Christ
 - Champions the Chapel's DNA, message, values and ministry approach
 - Guards our DNA by identifying and correcting drift
 - Tells stories that exemplify our DNA
 - Embodies a tireless passion for advancing God's kingdom
 - Owns a personal vision of and passion for spiritual awakening
 - Models and inspires others toward a lifestyle of actively rediscovering God
 - Drives for mission accomplishment and continuous improvement

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- Leads ministry teams toward alignment to centralized strategies, processes and procedures
 - Maintains ministry environments and materials to our standard of excellence
 - Demonstrates full support of Chapel leadership
8. Subject Matter Expert: A subject matter expert masters a discipline, body of knowledge or skill and applies his/her expertise to enhance individual and organizational effectiveness.
- Demonstrates knowledge, skills and expertise in his/her area of specialization
 - Acquires, analyzes, interprets and applies research in his/her area of specialization
 - Makes practical application of specialized knowledge in everyday situations
 - Serves as a resource and/or advisor for co-workers in his/her area of specialized knowledge
 - Continues to develop and refine skills, knowledge and proficiency in his/her area to enhance individual, team and organizational effectiveness
 - Demonstrates active listening and inspires team members to do the same
 - Recognizes and rewards team building actions and behaviors
 - Identifies and facilitates events/programs to aid in the team building process
 - Positions the team to succeed and achieve its potential

This role description is meant to describe the general nature and level of responsibilities being performed; it is not intended to be construed as an exhaustive list of all responsibilities, duties and skills required for the position.