



POSITION DESCRIPTION

Plant Operations/Facilities Manager

Reports to: Director of Facilities

Supervises: Plant Operations Staff
and Construction Teams

Position Status: Exempt

Effective Date: 9.3.18

GENERAL SUMMARY

The Plant Operations/Facilities Manager is responsible to the Director of Facilities for the day-to-day operations of the Plant Operations Department, which includes responsibility for maintenance of facilities, grounds, and equipment, and, for performance or repairs, preventive maintenance and emergency service tasks. The position is also responsible for providing assistance with project management and support for the Facilities department with a focus on construction and renovation projects. The manager applies broad knowledge, effective facilitation techniques and clear direction to lead facility/construction teams through detailed planning and implementation of assigned projects. The manager must be able to work with all levels of the organization and be able to influence project teams external to Northwest Kidney Centers.

DUTIES AND RESPONSIBILITIES

1. Assists Director of Facilities in establishing and implementing Plant Operations policies and procedures.
2. Directs day-to-day plant operations projects and services, and prioritizes department work load and tasks.
3. Supervises the Plant Operations staff who are responsible for building maintenance and repair.
4. Identifies the knowledge and skills required in the department; establishes and executes plans to introduce skills as needed; ensures that staff has the appropriate training and certifications, if any, to perform their jobs.
5. Maintains a 24-hour on-call emergency response capability for all facilities.
6. Conducts annual performance reviews for staff.
7. Assists in evaluating departmental performance in terms of quality, costs and other goals and objectives.
8. Establishes and maintains preventive maintenance schedules for all facilities and equipment that are within the purview of the department, including but not limited to HVAC equipment/systems, plumbing and electrical maintenance, building maintenance, etc.

9. Coordinates and performs special project and emergency service duties as assigned by Director of Facilities.
10. Collaborates with NKC staff to meet needs and solve facility issues.
11. Works with the Director of Facilities and team members to successfully manage projects to completion and within established timelines/budgets.
12. Provides project management support for new construction and renovation projects.
13. Participates in the development of construction schedules. Monitors milestones and tracks progress.
14. Assists in the management of architectural and engineering design processes. Review project drawings and design specifications.
15. Manages space planning activities in facilities including moves of units/departments.
16. Evaluates and resolves problems that impact the overall success of the project.
17. Reports weekly (regularly) on status of projects to Director of Facilities and makes recommendations regarding next steps.
18. Will be coordinating with outside contractors, project managers, general contractor and architects. Will be representing Northwest Kidney Centers in business meetings.
19. Identifies issues within the project that may need resolution and consults as necessary to come to resolution. Provides report at end of each project that Gathers benefits and "lessons learned" from the project.
20. Other duties as assigned.

PLANNING

The position is responsible for Plant Operations services planning required for particular jobs and project management with a focus on construction.

SUPERVISION and COORDINATION

The position supervises Plant Operations staff, and is responsible for coordinating Plant Operations efforts with other managers, Vice Presidents and supervisors.

EXTERNAL CONTACTS

The position has contacts with outside entities (architects, general contractor, project management firm, sales people, technicians, city inspectors, fire marshals, maintenance staff in other organizations and related companies).

DECISIONS

The position is responsible to the Director of Facilities for decision-making required in the operations of the Plant Operations department, and specific projects as assigned involving construction and remodel work.

Typical decisions include:

- Responding to emergency building, equipment or other related plant operations problems to minimize disruption to patients and staff.
- Inspecting completed jobs/tasks to make sure work meets plumbing, electrical or other standards.

JOB CONDITIONS

1. Must be able to communicate effectively in English on the phone, in writing, and in person.
2. Must be able to use a computer keyboard, mouse, and pull-down windows in an efficient manner. Must be able to demonstrate use of appropriate software after training.
3. Duties and responsibilities are performed in clinical, office and construction worksite environments.
4. Physical activities require the ability to climb, balance, stoop, kneel, crouch, crawl, reach, stand, walk, push, pull, and grasp, and may include repetitive activity involving hands, wrists, and fingers.
5. This position will require local travel and use of a personal vehicle.

CUSTOMER SERVICE STANDARDS

Staff is responsible for demonstrating good customer service and professionalism.

1. **CONSIDERATION:** Greet customers promptly; show courtesy; recognize customer's needs; respect privacy.
2. **CONCERN:** Listen to customers; express appreciation, be non-judgmental; take responsibility.
3. **CONFIDENCE:** Show a positive attitude; take personal initiative; inform; educate and reassure; provide prompt follow-up.
4. **CONDUCT:** Hold appropriate conversations; maintain a professional appearance; establish teamwork; show professional competency.

EDUCATION AND EXPERIENCE

1. Bachelor's Degree required with an advanced degree preferred in construction, engineering, architecture, real-estate or business.
2. 3+ years of project management experience with emphasis in construction, architecture and real-estate transactions.
3. Healthcare experience preferred.
4. Requires excellent conceptualization, analytical and logic skills.
5. Requires strong communication skills across all levels of an organization, both orally and written.
6. Demonstrated ability to quickly and effectively execute assigned work.
7. Strong command of Microsoft Office Suite.

The above statements are intended to describe the general nature and level of work performed by people assigned to this classification. They are not to be considered as an exhaustive list of all job tasks performed by people so classified.

REVIEW AND APPROVAL

Austin Ron

Vice President of Planning

9.3.18

Date



Vice President of Human Resources
& Chief HR Officer

9.3.18

Date