

NORTH CENTRAL WASHINGTON LIBRARIES

Job Description

*****Please see application instructions at the end of this document*****

Job Title: Facilities Manager

Department: Administration

FLSA Status: Exempt

Hours: Full-Time

Salary Range: Grade R \$76,936-\$103,395

Prepared Date: 2021

Position Summary:

The Facilities Manager is responsible for ensuring that the physical spaces our library system occupies and owns are equipped to provide excellent user experiences and efficient and positive working experiences for members of our staff. This position will work collaboratively to develop standards for staff and public spaces and create a sustainable facilities management plan.

A major focus of this position is on strengthening relationships and partnering with building owners of the branch libraries we occupy by championing a new board-approved Facility Improvement Plan. This exciting project involves working closely with municipal partners, building owners, Friends of the Library groups, and NCW Libraries staff to collaboratively reimagine and reinvigorate 28 of our branch libraries over the next 3-5 years.

Position Details:

This position reports to and receives general direction from the Deputy Director, and provides direct supervision to the Fleet & Maintenance Manager and two temporary (3-5 year) Project Coordinators.

Essential Duties and Responsibilities:

- Provide overall management of facility improvement projects, long-range facility planning, and facility operations. Lead the development of NCW Libraries building standards and the creation of a sustainable facilities management plan, including schedules for routine maintenance and replacement of owned assets.
- Work with members of the Executive Team to develop, implement, and provide oversight for annual and project-based budgets that meet the strategic goals of the organization.

- Champion the board-approved Facility Improvement Plan, working closely with branch staff, municipal partners, building owners, Friends of the Library groups, and other stakeholders to ensure that each project meets its unique community needs. Work closely with building owners to prioritize and support recommendations from the related Facility Condition Assessments.
- Write RFPs and oversee the process of awarding bids, following all state requirements for public agencies. Manage resulting contracts with architectural, construction, interior design, furnishing, landscaping, and other consultants or vendors. Respond to contractor and consultant inquiries in a timely manner.
- Coordinate the selection, bidding, ordering, and placement of furniture, equipment, and other supplies as specified by consulting designers and architects.
- Serve as NCW Libraries' owner's representative on all facility projects, ensuring that they are completed on time and within the allocated budget. Participate in site meetings, approve change orders, conduct final walk-throughs, and ensure contractual agreements are met, managing dispute resolution as necessary.
- Coordinate with members of the Executive Team on the phasing of branch projects and the scheduling of library closures to minimize impact on staff and library users.
- Manage and control annual and project-based costs to ensure that project goals are met within allocated budgets. Closely review invoices and promptly approve payment for conformance to contractual agreements. As needed, purchase supplies and provide expenditure documentation.
- Provide support and clear, collaborative communication to branch staff, area managers, and members of the public on a regular basis.
- Provide regular updates to the Executive Team and Board of Trustees in both written reports and verbal presentations.

Required Qualifications:

Education & Experience:

- Bachelor's degree from an accredited college or university in architecture, construction management, public administration, or a related field.
- 5 or more years of progressive experience in facilities and capital project management, including at least 2 years of supervisory experience.
- Or, any equivalent combination of education and experience that provides the necessary qualifications to successfully perform the duties of the position.

- A portfolio demonstrating successful capital project management engaging a variety of stakeholders.
- Experience with public-sector or non-profit construction management strongly preferred.
- Registration as a licensed architect and/or PMP certification is desirable.

Ability To:

- Read and interpret construction plans and specifications, and provide shop drawings or sketches for details and descriptions.
- Gain a thorough knowledge of Washington State bidding guidelines and NCW Libraries' policies, procedures, and programs.
- Provide excellent customer service and represent the library in a positive, responsive manner orally and in writing to the Library Board of Trustees, staff, members of the public, volunteers, stakeholders, and supporters.
- Build trust and work effectively with diverse staff in numerous locations in order to accomplish library goals and objectives.

Work Environment and Physical Demands:

- Work is performed primarily in an office environment while sitting or standing for extended periods of time. Multiple interruptions, troubleshooting, and problem solving requiring research and interpretation are illustrative of the environmental requirements of the position.
- Up to 50% of time spent traveling within the service area.
- Some early morning, evening, and weekend work may be required.

Benefits:

We are proud to offer all full-time employees a comprehensive benefits package. Benefits include full medical, dental, and vision coverage, an employee assistance program (EAP), life insurance, and a base plan for long-term care insurance. We offer sick leave, vacation leave, eleven holidays, and two floating holidays. As a public employer, we participate as a member of the Washington State Public Employees' Retirement Plan (PERS) and provide access to optional deferred compensation plans. Our employees are eligible for Federal Student Loan forgiveness, and we offer a tuition assistance program for those who wish to pursue their MLIS degree.

NCW Libraries Core Competencies:

Ethical Practice: Consistently demonstrates integrity through behavior, character, and action.

Professionalism: Completes work to a set standard, both as an individual and part of a team. Exhibits competence, proficiency, and accountability.

Building Respectful Relationships: Promotes confidentiality and trust, fosters a positive culture, and exhibits respect with all verbal and nonverbal communication.

Valuing Diversity & Promoting Inclusiveness: Respects, values, and encourages the unique dimension each person adds to the organization and that each member of the community brings to the whole. Values diverse perspectives, displays inclusive behavior, and cultivates respect for all individuals, groups, and cultures.

Library Advocacy & Intellectual Freedom: Promotes and supports the fundamental purpose of the public library which includes understanding the library's role in providing free and equal access to ideas, information, resources, and services, from all points of view, without restriction, to every individual.

User Focus: Understands and effectively meets individual and community needs. Promotes a welcoming environment, fosters equality and meaningful connections, and strives to increase user satisfaction.

Effective Communication & Collaboration: Provides concise, timely, and accurate information through appropriate channels, internally and externally. Listens actively and welcomes constructive feedback. Works effectively with others to achieve organizational goals and objectives.

Foundational Knowledge: Cultivates proficiency in position-related areas. Knows and supports the library's mission, vision, and structure along with the library's collection, services, and resources.

Adaptability: Responds positively to organizational change and shows a willingness and flexibility to learn and develop. Assesses situations, adapts, and identifies effective solutions.

Continuous Learning: Commits to an environment of excellence and continuous learning. Takes initiative to develop as an individual and to improve the library system.

About NCW Libraries:

NCW Libraries is a public library system serving five counties in Washington State (Chelan, Douglas, Ferry, Grant, and Okanogan). Geographically, we are the largest and one of the most rural of Washington's library systems, covering nearly 15,000 square miles and serving a population of just over 270,000.

The library's mission is: *Connecting the people of North Central Washington to vital resources and opportunities that foster individual growth and strengthen communities.*

We operate 30 public library branches and have administrative offices in Wenatchee. Among other things, branch libraries provide access to diverse physical and non-traditional collections, community meeting spaces, public access computers, free wifi, and a wide range of library programming for all ages. Our website provides library card holders with free access to eBooks and digital audiobooks as well as a large number of online resources, including the New York Times, Consumer Reports, Rosetta Stone, video streaming through Kanopy, and more. In addition, our outreach services include: enhancing library access to the most rural patrons through a unique mail order library and two bookmobiles; fostering creative thinking and STEM literacy through a STEM outreach program; and providing bilingual outreach service to the Latinx community.

More information about our library system and the services we provide can be found at www.ncwlibraries.org.

FACILITY MANAGER APPLICANTS:

To apply, submit a resume, cover letter, and answers to the supplemental questions to hr@ncwlibraries.org.

Supplemental Questions:

Please provide a brief answer to the following supplemental questions.

1. Tell us about a complex facilities project you managed, including some of the challenges you encountered and the steps you took to tackle them.
2. Collaborating with staff and building partnerships with stakeholders are crucial for this position. Describe how you have established strong working relationships that ensure involvement from a wide variety of stakeholders.
3. What interests you most about this position and working for NCW Libraries?