

## People's Food Co-op

### Job Description

#### Facilities Manager

**Objective:** To oversee the appearance, cleanliness, and functionality of PFC's building and equipment. To provide daily cleaning services, routine equipment maintenance, trouble-shooting and repairs. To prolong the life of the co-op's building and equipment, to minimize equipment breakdown and maximize the efficiency of the supplies and services provided to PFC by vendors.

**Status:** Full-time position

Reports to: Store Manager

Member: Management Team

Supervises: Maintenance Department Staff

#### Responsibilities:

*Excellence in customer service is our primary goal. No other task should ever come before serving our customers.*

##### I. Customer Service

- a. Offer consistent, fair and respectful customer interactions (both internal and external customers).
- b. Ensure a high standard of customer service for all department personnel according to established customer service vision and expectations.
- c. Understand and communicate the 'cooperative advantage' and the particulars of membership to shoppers and staff alike. Work to advance the mission of the People's Food Co-op through outstanding service.

##### II. Facilities Management

- a. Perform daily cleaning activities and ensure a standard of excellence in store cleanliness and appearance.
- b. Ensure safety, preventative maintenance, repair and proper operation of all store equipment. Inform store manager of equipment repair and/or replacement needs.
- c. Ensure/perform proper maintenance of floors throughout the store including cleaning, preventative maintenance.
- d. Create and follow a schedule to provide for preventative maintenance on the building and all equipment.
- e. Create and follow a schedule for monthly or quarterly cleanings of hard-to-reach areas including but not limited to ceilings, baseboards and kick plates, cooler tops and coils, HVAC units, ceiling fans and vents, IT equipment areas and etc.
- f. Monitor cooler temperature logs and equipment readings and respond to readings that fall outside of the safe range, making necessary adjustments or scheduling repair services.
- g. Respond to security, high temp and equipment failure alarms with a sense of urgency to reduce product loss or safety concerns.
- h. Troubleshoot and remedy concerns with plumbing, electrical or refrigeration systems as able and contact appropriate service providers as needed.
- i. Review and record all utility bills, including gas, water and electric in order to identify ways to improve efficiencies and reduce costs.
- j. Utilize carpentry, plumbing and electrical skills to provide solutions to operational needs for changes or innovations in shelving and display, efficient workspaces and customer-friendly environments.
- k. Maintain a clean and attractive storefront and parking lot by picking up trash, returning carts, maintaining the landscaping, outdoor seating areas and watering shrubs and trees.
- l. Order and stock cleaning supplies, linens, mats and bathroom products; negotiating with suppliers for favorable prices, terms, quality and delivery.
- m. Maintain orderly and efficient storage spaces and work with department managers to manage supply stock and efficient purchasing.
- n. Paint walls as needed and provide touch-ups to painted areas and repair of dents or chips in walls, soffits and wooden fixtures.
- o. Manage snow and ice removal from the awnings, parking lot, alley and sidewalks.
- p. Maintain effective working relationship with vendors of maintenance services.

##### III. Department Operations and Safety

- a. In coordination with the Store Manager, maintain the Material Safety and Data Sheet binder.
- b. Perform daily janitorial tasks including operation of floor machine; dusting and mopping; cleaning of rest rooms; trash removal; cleaning of office and sales floor areas; set-up of community room and conference room; cleaning of offices, hallways and vestibules; cleaning of windows and doors; and other general cleaning.

- c. Develop and revise maintenance department's standard operating procedures as needed. Ensure that staff is aware of and trained in these procedures.
- d. Set daily priorities for department staff to ensure productive work flow.
- e. Ensure that maintenance department staff are aware of and adhere to:
  - i. safe lifting procedures.
  - ii. proper use of floor machine and all other department equipment and chemicals.
  - iii. procedures for incident and accident reports.
  - iv. procedures for safety and treatment of injuries
  - v. emergency procedures.
  - vi. location of safety manuals.
  - vii. emergency phone numbers (911).

**IV. Personnel**

- a. Hire qualified maintenance department staff within established policies.
- b. Schedule maintenance staff according to labor budget allowance.
- c. Arrange for coverage of vacant shifts as needed.
- d. Develop performance standards for maintenance staff.
- e. Develop training materials and systems for maintenance staff in coordination with the store manager.
- f. Ensure initial and ongoing training for all maintenance staff. Review and sign off on training checklist when employees are trained or retrained.
- g. Conduct evaluations of maintenance staff in accordance with established policies and procedures.
- h. Ensure that department meetings are conducted regularly. Provide effective communication to maintenance staff regarding operational issues.
- i. Terminate department employees as necessary, following established personnel policies.

**V. Planning**

- a. Attend team meetings and trainings as requested or needed.
- b. Attend all staff meetings as scheduled.
- c. Develop and meet strategic goals set with store manager.
- d. Work with store manager to communicate annual budget for equipment needs.
- e. Work with store manager to develop annual labor budget according to established productivity, labor and cost goals.

- VI. Perform other tasks assigned by the store manager.

**Qualifications:**

Minimum of two years of facility management experience with knowledge of building and equipment operation and repairs.

Minimum of two years of janitorial experience.

Basic plumbing, carpentry and electrical skills.

Excellent customer service skills.

Demonstrated ability to work independently.

Computer literate in Excel, Word and e-mail.

Flexible work schedule.

Regular, predictable attendance.

Ability to lift up to 75 pounds.

Ability to stand up to 8 hours per day.

Ability to bend, twist, squat, climb on a regular basis.