

RIHousing – Facilities Operations Manager

Salary Range - \$89,349.45 - \$129,293.91

Diversity, equity, inclusivity, and belonging are central to everything RIHousing does. We recognize that we are stronger because of our differences - whether in race, ethnicity, gender, gender expression and identity, age, sexual orientation, religion, disability, and other individual characteristics – and we place value in individual contributions and experiences. As an organization committed to serving the housing needs of Rhode Islanders, we recognize the importance of breaking down the systemic barriers that can stand in front of equal housing opportunity for all. We will work to eliminate discrimination, bias, and inequality in all our activities. We are committed to creating a welcoming and respectful environment for our colleagues and customers, lifting diverse voices, and continually embracing change.

What it's all about:

RIHousing owns and manages three interconnected historic office buildings aggregating 63,000 square feet in downtown Providence, RI, that house all RIHousing staffing and operating functions. The Manager is responsible for physical plant operations and administration, project management, and regular maintenance functions. The Manager supervises a facilities and operations team that consists of an Office Services Supervisor, (2) Maintenance Technicians, (2) Front Desk Staff, and contracted security and housekeeping personnel.

This position will oversee and manage the building operations, including capital planning and construction, renovations and furnishings, building systems, property maintenance, security, and other functions as needed. This position requires in-office presence on a daily basis during office hours. This position also oversees Agency operational functions including, but not limited to, developing and maintaining policies and procedures related to campus security, customer service delivery, and office management functions.

What you'll do on a daily basis:

The Facilities Operations Manager is the primary contact for building and facilities matters for employees, vendors and customers. The Facilities Operations Manager initiates, coordinates and manages capital projects, manages building maintenance, ensures building code compliance, actively manages space planning and utilization, administers emergency management systems, and oversees housekeeping, security, and office management functions. The Facilities Operations Manager serves as the direct liaison to the Providence Police and Fire Departments for routine and emergency needs.

The Facilities Operations Manager leads in the development Department budgeting and fiscal management, development of short-, mid-, and long-term goals and objectives, policies, and procedures, including making formal recommendations for changes and improvements to existing building, facility, and operational policies and procedures. The Facilities Operations Manager is responsible for maintaining a documentation system for processes and procedures and updating it as needed to allow for continuous building operations.

The incumbent serves as the Corporation's Disaster Plan Manager on all physical aspects, ensuring buildings are protected and that staff is secure and safe during any unforeseen manufactured or natural events. The Facilities Operations Manager works with the Director of Information Technology, Chief Administrative Officer, and other Senior leadership on implementing the Corporation's Business Continuity Plan to allow continuous business operations during a disaster occurrence. The Facilities Operations Manager, at the direction of and in conjunction with the Chief Administrative Officer,

serves as the COOP designee in conjunction with the State of Rhode Island's Emergency Management Agency by coordinating actions with essential functions of the State government in case of a disaster event. The Manager is responsible for creating, updating, and administering all appropriate operational plans for the Agency.

What you'll bring to the team:

- Provide exemplary customer service to corporate building and facility staff and visitors.
- Provide oversight of real estate issues, office management, facilities, and security functions.
- Coordinate and oversee staff and vendors performing building maintenance and repairs.
- Manage and direct cleaning and security staff.
- Prepare and carry out emergency protocols and procedures.
- Maintain a safe environment for employees and visitors.
- Negotiate and liaise with third-party service providers.
- Conduct regular building inspections and prepares reports.
- Oversee regular Capital Needs Assessments to maintain and improve the buildings.
- Manage the Supervisor of Office Services, ensuring the efficient functioning of the mail room and office services and a high level of customer service in the reception area.
- Prepare and monitor capital and building operations budgets.
- Continuously seek opportunities for streamlining and automating processes and operational efficiencies.
- Coordinate planning and execution of physical security and oversight of security enhancements.
- Attend and participate in professional meetings; maintain awareness of new trends and developments in facility maintenance; proactively incorporate new developments as appropriate into programs.
- Ensure facilities comply with applicable policies, regulations, and building codes.
- Manage a small fleet of corporate vehicles.
- Respond to inquiries and requests by employees and resolve problems or issues.
- Serve as primary contact for all building/operations major vendors and municipal officials, including utility providers, contractors, sales representatives, police, fire, and emergency services.

What you'll need to succeed:

The Manager must have excellent customer service, problem-solving, adaptability, personnel management, and communication skills. The position requires a high level of organization and project management skills. The Manager must be capable of responding to and resolving issues promptly and effectively and maintaining long-term focus over deadlines and procedures.

The incumbent must be knowledgeable in general commercial building systems including but not limited to plumbing, HVAC, electrical, carpentry, and general maintenance, as well as general business operations and office systems.

- Bachelor's degree in business, architecture, historic preservation, construction management, or a related field desirable or comparable work experience.
- Minimum of 7 years of experience as an office building manager, maintenance director, facilities director, real estate project manager, superintendent, or building professional
- Knowledge of relevant building related laws, regulations, and codes.
- Excellent project management skills.

- Ability to read blueprints and work with space planning software. Have experience working with architects, engineers, and trades, especially in renovation and HVAC applications
- Excellent negotiation skills.
- Excellent communication and customer service skills.
- Strong critical thinking and problem-solving skills.
- Experience managing and motivating a small team and effecting change within an organization.
- Proficient technology skills to learn and operate cloud-based building management systems (HVAC, BMS, alarms), utilize internet access, emails, Microsoft Word, Excel, Teams, and PowerPoint.
- Use of personal vehicle, valid driver's license, and proof of insurance is required.
- Ability to work nights and weekends as needed and be on-call 24 hours for significant events or emergencies.

Not sure you meet all the qualifications? Let us decide!

Why RIHousing:

- Mission-Driven Organization
- Dedicated Workforce
- Competitive salary
- Parking Stipend
- Medical/Dental/Vision/Life Insurance
- Paid Time Off
- Retirement Options
- Flexible Work Hours
- If Position Eligible, Future Hybrid Work May Be Available
- Education Reimbursement
- Onsite Fitness Classes
- Volunteer Days
- Winner of "Best Places to Work" 2016, 2018, 2019, 2021, 2022, 2023 & 2024
- PBN's Worksite Health Award 2013 - 2024
- PBN's Diversity Equity Inclusion Award 2023 & 2024

RIHousing strives to ensure that all people who live or work in Rhode Island can afford a healthy, attractive home that meets their needs. A good home provides the foundation upon which individuals and families thrive, children learn and grow, and communities prosper.

To achieve our mission, we:

- Offer fair, affordable, and innovative lending programs.
- Provide housing-related education to consumers and others.
- Promote and finance sensible development that builds healthy, vibrant communities.
- Provide housing grants and subsidies to Rhode Islanders with the greatest need.
- Team up with partners to improve everything we do.

RIHousing uses its resources to provide low-interest loans, grants, education, and assistance to help Rhode Islanders find, rent, buy, build, and keep a good home. Created by the General Assembly in 1973, RIHousing is a privately funded public purpose corporation. RIHousing requires its employees

to be highly motivated and knowledgeable, have a sound understanding of the changing needs of Rhode Island's housing market, be willing to work within and toward a smoothly integrated operation, demonstrate a commitment to serve the people of Rhode Island, especially those with low and moderate incomes in need of safe and affordable homes, and possess a high level of integrity and deep respect for all Rhode Islanders, including customers, partners and fellow employees.

Please apply through our career site: <https://www.rihousing.com/careers/>

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