



JOB DESCRIPTION

FACILITY ADMINISTRATOR

(Exempt/Management Position)

DEFINITION

Under general supervision of the Assistant City Manager/Community Services Director, to facilitate operations, maintenance and scheduled use of City facilities, parks and fields with a primary focus on the Ukiah Valley Conference Center and Civic Center Complex; manage lease agreements; coordinate meetings and events; perform public relations activities; provide staff supervision;; and perform management duties and other related duties as assigned.

EXAMPLES OF DUTIES: These examples are intended only as illustrations of the various types of work performed. The examples of work performed are neither restricted to nor all-encompassing of the duties to be performed under this job title. **(E=Essential Duty; M=Major Portion of Time)**

Duties for Client Based Services:

- Coordinates reservations of rental facilities for clients, which includes making reservations, verifying information, sending reservation forms, invoicing and applying payments, and overseeing each meeting to ensure a high level of customer satisfaction. (E-M)
- Receives visitors and answers inquiries and requests for information. Welcomes prospective customers and allows them to view the meeting rooms and plaza facilities. (E-M)
- Coordinates reservations with room/park availability. (E-M)
- Schedules services for clients including catering, linens, presentation materials, decorations. (E)
- Assists clients with catering and audio-visual equipment needs, provides assistance with set-up, light janitorial, and in-house catering. (E-M)
- Maintains reservation records and calendar of events. (E-M)
- Negotiates lease items, communicates with tenants, and presents applicable information to Assistant City Manager/Community Services Director, City Manager and City Council. (E-M)
- Assists in the constant security and supervision of the City rental facilities. (E-M)

Duties for Operations and Maintenance:

- Supervises, plans, and coordinates the maintenance and repair of facilities including the Civic Center, Conference Center, Ukiah Rail Depot and other various facilities. (E, M)
- Coordinates and administers capital improvement projects for the Department including the coordination of staff, volunteers, and contractors. (E, M)
- Plan, supervise, and coordinate the design, contractor bidding and construction of new or remodeled facilities. (E-M)
- Negotiate and implement contracts with various contractors and vendors providing services or improvements to the City. (E)
- Orders supplies and maintains inventory of items such as janitorial and paper products. (E)
- Supervises equipment needs, schedules maintenance activities as needed for heating, cooling, refrigeration, carpet cleaning, painting, tables, chairs, and other facility related equipment. (E).

General Duties:

- Supervises permanent employees as well as part time facility and janitorial staff. (E-M)
- Coordinates and oversees sub-contracted personnel. (E-M)
- Provides or coordinates staff training; supervises and evaluates employees; works with employees to correct performance deficiencies. (E, M)
- Maintains security of confidential information. (E)
- Actively researches new outlets for marketing and develops ways to secure new clients. (E, M)
- Prepare reports related to planning, budget, staffing, and program operation. (E)
- Develops, reviews, and implements standard operating procedures for facilities (E).
- Develops and implements Division goals, objectives, policies, budgets, and priorities. (E-M)

- Uses telephone and other communication equipment in a professional and courteous manner. (E)
- Composes routine correspondence. (E)
- Prepares and presents reports to the City Council (E, M)
- Represent the City in the community, at professional meetings, and to other governmental agencies as required. (E)
- Coordinate activities with other City departments and divisions, community groups, and outside agencies. (E)
- Responds to questions from citizens and provides information to the public, investigating complaints and recommending or taking corrective action as necessary to resolve complaints. (E)
- Assists other Community Services staff as needed. (E)
- Participates in special community promotional events. (E)
- Represents the City in partnerships with Chamber and Main Street. (E)
- Works flexible hours, including weekends and holidays. (E)
- Performs related work as assigned.

QUALIFICATIONS

Knowledge of:

- Office and telephone procedures and practices.
- Customer relations and service skills.
- Effective time management methods.
- Computer operation and software including, but not limited to, Word, Excel QuickBooks, and desktop publishing.

Ability to:

- Handle numerous activities at once (i.e., phone calls, receive visitors) effectively and pleasantly.
- Perform clerical work involving the use of independent judgment and requiring speed and accuracy.
- Type accurately at a speed of 40 words per minute (typing certificate required).
- Use good written and verbal skills.
- Work under pressure to meet established deadlines.
- Communicate well with a varied clientele and the general public.
- Operate computer software programs.
- Operate audio visual equipment such as sound system, projector & computer web conferencing.
- Interpret and explain facility usage information in a clear and concise fashion.
- Perform light household cleaning and lift up to 50 pounds.
- Work flexible hours, including weekends and holidays.

EXPERIENCE AND EDUCATION

High School graduation and two years clerical/secretarial experience required. Minimum one year experience in a customer service setting. Minimum one year experience working in a supervisory capacity. Ability to operate computer software and telephone required. Ideal candidate will possess education and/or training in the areas of facility and/or event management with experience in business administration and/or the operation of facilities and rentals. Equivalent combination of education and experience will be considered.

Necessary Special Requirement:

- Possession of a valid Class C California Driver's license.
- CPR for infant, child and adult and standard first aid certificate must be obtained within first 3 months of employment.