

## Gamma Phi Beta Sorority, Inc. Job Description



**Job Title:** Housing and Facilities Manager

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**Reports To:** Director of Housing and Facilities

**Status:** Exempt/Full-Time

**Revised:** June 2017

**Division:** Finance and Facilities

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### Summary

The Housing and Facilities Manager reports directly to the Director of Housing and Facilities. This position is responsible for overseeing and managing the operations of FMC-owned properties and leased housing space on college campuses across the country. This management includes; vendor contracts, long term capital planning, new collegiate chapter on-boarding and the enrollment of new facilities; as well as, management of all contracted maintenance and repairs.

### Essential Job Functions and Responsibilities

Core duties and responsibilities include the following. Other duties may be assigned.

- Oversee and manage the day to day operations of all FMC owned and leased facilities.
- Supervise and manage Housing and Facilities Coordinators and other department personnel as assigned.
- Implement and maintain all functions of Billhighway that pertain to the Facilities Management Company (FMC) services including member billing, and other files as necessary.
- Manage the updating all housing agreements for both live-in and affiliation agreements for live-out members of FMC facilities.
- Determine repair and maintenance needs, recommend capital improvements and develop deferred maintenance schedules.
- Train and work with Local Facilities Advisory Committees with regards to property management, safety, security, competitive décor and employees.
- Assist with the development of processes and procedures to promote effective and efficient operations.
- Ensure timely collections of member payments.
- Coordinate and oversee the hiring, onboarding and training of all employees of FMC facilities.
- Update all employment contracts annually at FMC facilities.
- Work with housing and facilities department to create Facility Director training, resources and support.
- Oversee and manage FMC facility employees and collect monthly reports from employees as appropriate.
- Conduct research and complete housing proformas including the preparation of formal recommendations and proposals for extension, new chapter and existing campus new housing initiatives.
- Assist director of Housing and Facilities in coordinating and managing all construction and renovation projects.
- Assist with researching and developing facility budgets for FMC owned properties for each fiscal year.
- Oversee third-party vendors that work with FMC facilities.
- Develop training and webinars for chapter executive members who are at FMC facilities.
- Responsible for updating FMC resources on the website.

### Additional Job Functions

- Travel as necessary to support housing efforts and initiatives as determined by the director of housing/facilities. Attend the Facilities Management Company meetings and conferences as requested.
- Assist with special projects and research.
- Serve as a key member of the finance and facilities division.
  - Provide assistance as needed.
  - Utilize facility staff as support for projects.
  - Attend team and division meetings.
- Coordinate with volunteer leaders as needs arise.

**Supervisory Responsibilities:**

Directly supervises employees in the finance and facilities team. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring and training employees; planning, assigning and directing work; appraising and recognizing performance; performance management; addressing complaints and resolving problems.

**Education and/or Experience:**

Bachelor's Degree or equivalent from four-year college/university and/or three to five years of relevant, progressively responsible facilities management experience.

**Position Qualifications and Professional Competencies:**

- Experience with facilities or operations in multiple geographic locations
- Strong financial management and technology skills as related to the comprehensive record-keeping activities necessary for multiple property locations
- Proven vendor management and relationship building skills
- Experience with vendor contracts, and the vendor assessment and selection process
- Strong collaboration skills/the ability to interact effectively with multiple stakeholders at various levels.
- Excellent organizational skills, follow through and attention to detail
- Ability to provide outstanding customer service
- Outstanding oral and written communications skills
- Ability to prioritize and manage multiple projects simultaneously
- Knowledge or familiarity of with social Greek-letter organization/housing a plus

**Computer Skills:**

To perform this job successfully, an individual should have working knowledge of: Internet Software; Spreadsheet Software (Excel); Word Processing Software (Word); Electronic Mail Software (Outlook)

**Business Related Contacts:**

International Headquarters staff, Facilities Management Company Board of Managers, International Council, advisory boards, Sorority members, Sorority volunteers, affiliated house corporation boards, Billhighway staff, vendors as related to properties.

**Location**

This position is based at Gamma Phi Beta International Headquarters in Centennial, Colorado. Remote employment will not be considered.

I hereby acknowledge the receipt of this job description.

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Employee Printed Name

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Employee Signature

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Date

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Supervisor Printed Name

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Supervisor Signature

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Date

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Executive Director Printed Name

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Executive Director Signature

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Date