

Director of Facilities and Infrastructure

Reports to: President and CEO

FLSA: Salaried, exempt

Pay Grade:

Summary: Reporting to the President and CEO, the Director of Infrastructure will have strategic and operational oversight for the Gardens facilities, physical plant, fleet, systems, technology, infrastructure, building safety, and security. Responsible for successful implementation of capital and Master Plan projects, this person needs to have excellent communication, project management, and relationship-building skills. The Director provides leadership and oversight for capital building projects, Maintenance, and Housekeeping, and strategic support for the Information Technology department. A member of the senior management team, s/he participates in the development and implementation of leadership initiatives, strategic plans, and organization-wide policies and programs that contribute to the Gardens' overall success. The Director of Infrastructure is an essential contributor to institution-wide efforts to enhance inclusion, diversity, equity, and access (IDEA); all senior leaders at CMBG are accountable for driving IDEA within their spheres of influence.

Essential Functions: *(This job requires the performance of the following tasks, with or without accommodation. Additional duties may be assigned.)*

- Build a strong team and creates a positive working environment and culture across the Infrastructure team. Build strong relationships across the organization and create a culture of service in the department.
- Successfully plan, lead, and manage Master Plan and capital building projects, working closely with other senior leaders and stakeholders to coordinate across departments to ensure successful completion. Be the owner's representative with architects, building contractors, engineers, and subcontractors.
- Ensure quick resolution of maintenance and housekeeping requests, that all buildings are cleaned regularly and to a high standard, and that building and infrastructure systems are working safely and properly.
- Oversee and monitor the performance of preventive maintenance, inspections, and records management on the condition of facilities, including all buildings, staff housing, garden structures, subsystems, vehicle and boat fleet, irrigation, paving, and other infrastructure to maintain compliance with federal, state, and local requirements, and ensure safe, continuous operations.
- Manage and maintain all water systems including ponds, stormwater, wastewater and irrigation. Manage stormwater testing requirements per Consent decree.
- Work with Horticulture team to manage erosion, quality, and building of non-paved walking paths.
- Manage a long-term maintenance schedule and asset management plan for all buildings, vehicles, and built components of the Gardens. Work with Manager of Finance to plan annual Capital Expenditure (CapEx) budget for infrastructure maintenance and replacement.

- Responsible for building and managing the budget for maintenance, housekeeping, and capital construction projects. Working with our Purchasing Coordinator, lead our efforts to acquire and maintain our furniture, supplies, and equipment.
- Ensure a 24/7 on-call system is in place to respond to infrastructure emergencies such as: building or fire alarms, server or IT issues, and weather-related or security emergencies.
- Provide strategic guidance and leadership to Information Technology, ensuring implementation of technology and services to meet the needs of internal stakeholders and external audiences. Work with IT Manager to evaluate current and future enterprise technology needs and identify and implement solutions engaging stakeholders in the process.
- Lead sustainability efforts as they pertain to infrastructure. Ensure that all buildings and systems are operating as efficiently as possible, that we are using energy efficient systems and products, and that we are recycling waste and materials. Work with the Sustainability committee, the Guest Experience team, and the Director of Horticulture to implement site-wide sustainability efforts.
- Adhere to Gardens policies and relevant federal, state, and local laws, enforcing compliance and taking action when necessary. Build strong relationships with Code Enforcement Officer and other local officials, DEP, ACOA and other regulatory agencies. Ensure full understanding of state and federal regulatory and compliance requirements as they affect operations of building and technology infrastructure, new construction projects, ongoing permits and Consent decree.
- Provide for a safe and secure environment for employees, visitors, and guests at the Gardens. Coordinate Gardens response to guest emergencies. Responsible for ensuring fire and life safety monitoring in all buildings, ensuring buildings and grounds are secure, and supporting the Guest Experience team when they need help dealing with challenging guests.
- Ensure legal compliance specific to OSHA and safety requirements for facilities and grounds. Ensure we are providing safe conditions for guests and employees. Work with Human Resource Manager to regularly assess workplace safety conditions.
- Supervise the Maintenance and Housekeeping Supervisors, and the Manager of Information Technology. Duties include recruitment and selection, scheduling and job assignments, staff development and training, establishing performance goals, providing feedback, and managing performance and disciplinary issues as needed.
- Collaborating with Horticulture Operations, ensure preparation of facilities, including electricity, walkways, buildings, and structures for Gardens Aglow and other events. Ensure Housekeeping and Maintenance teams are helping with lighting implementation and take down.
- Participate in Gardens-wide initiatives including Gardens Aglow assignments.
- Define and implement policies and standard operating procedures to ensure efficient and repeatable work processes.
- Communicate and collaborate effectively and build and maintain trusted relationships with staff, peers, board, key partners, stakeholders, vendors, builders, subcontractors, architects, government agencies, and other organizations.
- Promote and represent the Gardens at professional and community meetings and events as requested.
- As a leader at the Gardens, promote and foster a culture of teamwork, cooperation, integrity, efficiency, diversity, inclusion, belonging, and respect throughout the Gardens with all employees, supervisors/managers, volunteers, visitors and others.

Qualifications:

- Bachelor's degree or higher in construction management, project management, infrastructure, construction management or a related field.
- 5-7+ years' experience in a construction or facilities management role, including demonstrated experience and success managing \$3 Million+ construction projects, and at least 3 years managing people.
- Demonstrated experience and success managing construction projects, fleet, facility, and systems maintenance, and legal compliance for a large property/institution.
- Experience managing security and safety for buildings and people, including OSHA and emergency response.
- Experience selecting and implementing software systems, ability to define systems requirements. Working knowledge of technology management. Experience in an Information Technology role a plus.
- Demonstrated expertise in leading others to establish and successfully achieve goals. Can build, motivate, retain, and lead an enthusiastic team of people who collaborate to achieve results.
- Demonstrated ability to communicate effectively at all levels; must feel comfortable interacting and working with staff at all levels and departments, as well as the Board.
- Strong presentational and public speaking skills.
- Demonstrate highest level of professional and ethical conduct, knowledge and understanding of organizational policies, procedures and systems, maintains confidentiality.
- Must be able to manage multiple priorities, work under pressure, demonstrate and instill in staff members a high degree of professionalism, integrity, loyalty, collegiality, and service to the organization.
- Commitment to working across the organization to support the integration of IDEA (Inclusion, Diversity, Equity, and Access) principles into CMBG's internal operations and its relationships with visitors and guests.
- Proficient using Microsoft Office suite (i.e., Outlook, Excel and Word). Solid Internet research skills. Ability to learn and adapt to various software and technology programs.

Work schedule:

This is a year-round, full-time position. When the Gardens is closed, the schedule will generally be Monday – Friday; when the Gardens is open, weekend and/or evening work will regularly be required. Must be available for emergency and weather-related on-call work.

Physical and environmental factors:

Work is performed across the campus, both indoors and outdoors, in all weather conditions. The incumbent will sit, stand, walk, kneel, and crouch as needed. Must have the physical dexterity and visual acuity to operate tools and various equipment of the trade including a computer. May be required to lift up to 50 pounds on occasion.

This is not necessarily an exhaustive list of responsibilities, skills, duties, requirements, efforts, or working conditions associated with the job. While this job description is intended to be an accurate reflection of the current job, the company reserves the right to revise the functions and duties of the job or to require that additional or different tasks be performed when circumstances dictate (such as emergencies, changes in personnel, work load, rush jobs, or technological developments).