

City & Borough of Wrangell

Position Description

Position: Nolan Center Facility Manager	Position Number:
Department/Site: Nolan Center	FLSA: Non-exempt
Evaluated by: Nolan Center Director	Salary Grade: 18

Summary

Collaborates with the director to oversee Nolan Center operations and programs. Following the strategic goals set by the director, the manager offers recommendations and input to assist in implementing new programs and assisting with coordinating the needs of the facility.

Distinguishing Career Features

The Facilities Manager is responsible for being part of the creative process with new and existing programs at the Nolan Center facility. The manager works closely with the site director to enhance the day-to-day business operations of the facility; leading staff and overseeing upkeep throughout the facility. The position is multifaceted and assists in managing all areas of the facility (museum, civic center, theater, visitor center, gift shop) and requires extensive knowledge of Wrangell history and/or the ability to obtain such knowledge with prompt resourcefulness.

Essential Duties and Responsibilities

The following duties and responsibilities are intended to be general guidelines and may change based on the needs of the facility and the development of strategic goals.

OPERATIONS

- Assist the director with day-to-day operations and management of the facility
- Coordinates and leads the team to enhance operations based on the strategic goals
- Set-up for events including logistics, planning and organization of rooms and equipment use, including invoicing
- Assists with the Gift Shop ordering and operations, summer cruise-ship tours and visitor assistance as needed, including the billing process
- Assists in coordinating upcoming events/exhibits and winter projects needs in the Museum
- Organizes new projects with a creative approach and decisive decision making

GENERAL ADMINISTRATION

- Works with the director to prepare and administer work schedules for employees to meet the needs of the facility and within the guidelines of the budget
- Prepares recommended projects for director in a timely manner and works in partnership with the director to prioritize the needs of the facility
- Creates policies and procedures as directed using professional formatting

GENERAL FACILITY

- Makes innovative recommendations to the director regarding ideas for improvements
- Maintains procedures, product specifications, and manuals of facility equipment
- Responsible for ordering supplies and maintaining inventory records of all equipment and supplies throughout the facility
- Monitors and administers maintenance and cleaning throughout the facility

- Monitor and manages HVAC system software and security system software

TEAMWORK AND COOPERATION

- Initiates open communication and daily collaboration with the director
- Works cooperatively with the director, employees, contractors, other city departments, renters and the public
- Ability to embrace change and model productivity in a fast-paced work environment

SUPERVISION

- Works closely with the director to supervise employees
- Trains and leads employees and volunteers to assist with all facility operations

MAINTENANCE

- Develops and leads the facility safety program including guidelines and procedures
- Oversees and schedules capital improvements and building maintenance within budget guidelines discussed with the director

THEATER

- Assists the director in coordinating all aspects of theater operations
- Develop policies and procedures for the theater production process
- Coordinate with the director to determine movie showings
- Maintain relationship with booking agent, following protocol and reporting
- Maintains working knowledge of all theater equipment and operations
- Manages concessions ordering, supplies and sales providing reports to director
- Work with director to schedule staffing needs for movie showings
- Assist the director with booking statewide cultural activities for the theater

MUSEUM/COLLECTIONS

- Assists the director in all aspects of Museum and Collections operations, including developing policies and procedures, record keeping and safety protocol
- Keeps accurate records of artifacts on loan or donated from the community through standard museum registration techniques
- Monitors humidity and temperature for stability
- Assists in the preparation of annual loan renewals and grants

CIVIC CENTER/VISITOR CENTER

- Assists in all aspects of promoting Wrangell and the use of the center
- Develops and maintains operating procedures for conventions and meetings in collaboration with the director
- Facilitates promotional opportunities for booking the center

PUBLIC RELATIONS

- Provides direct public interaction and exceptional service when setting up events
- Provides technical support to renters when using facility equipment
- Exceptional customer service during tours of the facility/Museum

Qualifications

▪ **Abilities**

Ability to work cooperatively in a managerial role collaborating daily with the director. Ability to perform a variety of administrative duties and proactively learn new techniques. Must have the ability to motivate and lead staff with new processes.

Requires the ability to communicate effectively both orally and in written form. Must be capable of handling the changing needs and priorities of the facility. Willingness to perform various job-related tasks with a strong sense of teamwork. Ability to lead by example and give direction while implementing the strategic goals of the facility.

- Must be able to take initiative and make decisive decisions on behalf of the organization. This position requires the ability to multi-task and make the most efficient use of time.
- Ability to assist the director with modern advertising techniques and contribute to the website and newsletter as assigned.
- Requires a high degree of motivation, ability to prioritize work and assume general administrative responsibilities.
- Must be exceptionally organized and able to work independently.
- Ability to communicate and join forces with the director to implement new processes and initiate new ideas for bringing in revenue. Including, but not limited to - fundraising, concerts, performing arts, traveling exhibits, conventions, meetings, and community events.

▪ **Education and Experience**

High school diploma. Previous management experience and some college is desirable. Event planning, project management and technical expertise is a plus.

▪ **Knowledge and Skills**

- Requires working knowledge of the facility and general maintenance
- Requires the skills to organize and set up for events/functions
- Requires general computer knowledge and office experience

▪ **Physical Abilities**

Ability to lift and/or carry 50 pounds, move tables/chairs and a variety of equipment. Ability to work flexible hours including weekend and evening hours for events.

▪ **Licenses and Certificates**

Requires valid Alaska Driver's License. Food handlers card is needed for the kitchen.

▪ **Working Conditions**

Most work is performed indoors where minimal safety considerations exist. May work long hours, (including weekends and holidays). Leave requests from April-Sept (during the busy season) are very limited.

This job/class description describes the general nature of the work performed, representative duties as well as the typical qualifications needed for acceptable performance. It is not intended to be a complete list of all responsibilities, duties, work steps, and skills required of the job.