

AdventHealth Center Ice

Facility Operations

Facility Operations Director



Job title: Facility Operations Director

Work Location: AdventHealth Center Ice (AHCI); Wesley Chapel, Florida

Division/Department: Facility Operations

Reports to: Executive Management

Full-time
 Part-time

Exempt
 Nonexempt

Overview:

The Director of Facility Operations will report to the Executive Management and oversee all back-of-house operations as they relate to ice maintenance, facility services, housekeeping, and general repairs and maintenance. The Director is responsible for ensuring that all equipment and resources are available to support the business as needed.

Essential Duties:

Oversees the operation of the Facility Operations Department, sets goals that align with the mission and financial objectives of AHCI, and manages/motivates department support staff to provide exemplary products and service to customers.

This position requires a combination of business development, project management, cost control, and execution capabilities. The ideal candidate will be a strategic thinker with excellent problem solving and communication skills with a passion for the intersection of sports and community.

Roles and Responsibilities:

- Provides operational expertise and management of 150,000+ sq.ft sports and entertainment facility housing five ice surfaces.
- Directs and actively participates in the discussion and decision-making process relative to all areas of Facility Operations.
- Oversees all back of house operations including ice maintenance, building maintenance and housekeeping.
- Develops and supervises facility operations staff including hiring, career development, managing work orders, and direction of daily activities.
- Ensures all programs and procedures are in place to maintain security, safety and enjoyment of clients, guests, and employees on a daily basis.
- Manages third party service providers by enforcing the agreed upon scope of services within the various signed service agreements (i. e. pest control, waste management, HVAC maintenance, landscaping, etc.).
- Researches, establishes relationships with, and negotiates contracts with vendors for the best possible outcome for the company
- Participates in and actively contributes to all Staff and management meetings.
- Responsible for purchase, maintenance, and repair of all facilities and equipment, including HVAC equipment, compressors, ice plant, locker rooms, and all other areas of the facility.
- Ensures all ice resurfacers and related equipment are maintained as needed and all staff is adequately trained in their operation.
- Selects, contracts with, and monitors the work of qualified professionals for various outsourced operations and maintenance responsibilities.
- Develops standard operating procedures (SOP) for operational functions of the facility, including ice maintenance, housekeeping, and general repairs and ensures adherence to them.
- Oversees all construction, renovation, and equipment changes and/or purchases.

- Oversees the cleanliness of the facilities and equipment in all areas of the building including back of house and public areas.
- Maintains accurate recordkeeping for all maintenance and repairs to Company machinery and equipment.
- Develops Operational and Capital budgets as well as approves and monitors expenses.
- Is familiar with all other department functions and purposes.
- Reviews current Operations needs and makes recommendations to the Executive Management.
- Serves as the Manager on Duty as needed.

Education, Work Experience, and Knowledge Requirements:

- A BA/BS Degree (4-year) in Facility Management, Sports Management, or related area strongly preferred
- A minimum of 7-10 years of related work experience in facility arena operations and ice arena operations
- Successful completion of USIRA education courses (CIT, CRA, CIRM)
- Knowledge of the functions, operations, and equipment of a multi-surface ice arena or multi-purpose arena
- Working knowledge of ice installation and maintenance.
- Proven leadership skills with the ability to coach, mentor and motivate a diverse workforce.
- Ability to effectively interact with all levels of management, vendors, guests, and visitors
- Ability to multi-task and problem solve in a fast-paced environment.
- Ability to work a demanding schedule including nights, weekends, holidays, double shifts.
- Excellent verbal, written, and public relations skills.
- General knowledge of plumbing, electrical, and computer energy management systems.
- Knowledge of and compliance with Federal and State OSHA regulations.
- Knowledge of safety practices, including first aid and all applicable safety standards for public facilities.
- Proficient with Microsoft Office, PowerPoint, Outlook and Excel.

Other Requirements:

- Ability to perform the essential job functions consistently, safely, and successfully with federal, state, and local standards
- Ability to maintain regular, punctual attendance
- Maintain a professional appearance by adhering to AHCI Uniform Policy as outlined in the Employee Handbook
- Maintain positive and professional attitude towards staff and customers
- Must be able to lift and carry up to 50 lbs
- Must be able to be on your feet for several hours
- Must be able to talk, listen, and speak clearly on the telephone
- Must be able to work in the United States

Remuneration & Notes:

- Annualized salary, paid bi-weekly in accordance with normal AHCI payroll procedure
- Eligible for benefits as provided by AHCI, outlined in the Employee Handbook
- 90-day review to assess performance and opportunity following hiring. Annual Review performed on or about hire date thereafter.
- A company cell phone and computer will be provided. Company device policy, covered in the Employee Handbook, must be adhered to.
- Training in Guest Services is mandatory for all employees and will be scheduled to be completed prior to the 90-day review.