

DIRECTOR OF FACILITIES



Direct Supervisor:	Chief Operating Officer (COO)		
Department:	Guest Services	Job Category:	Category 1
Location:	Richmond, VA	Travel Required:	No
Level/Salary Range:	L3	Exempt/Non-exempt:	Exempt
Contact:	kimd@lewisginter.org	Position Type:	Full-Time
Date Posted:	January 15, 2020	Posting Expires:	Until Filled

Garden Overview

Lewis Ginter Botanical Garden was founded in 1984 as a community oriented, nonprofit garden, now encompassing 82 acres, four lakes, 5,500 unique taxa of plants within 15 distinct outdoor gardens, 11 major buildings including a conservatory and greenhouse, plus an 80-acre branch site, the Lewis Ginter Nature Reserve. Each year the Garden welcomes, teaches, energizes and engages over 400,000 guests with stunning botanical displays, inspiring exhibitions, entertaining activities, and over 1,300 formal and informal education offerings. We embark on new and promising community engagement initiatives through the Beautiful RVA movement. We operate by the vision, mission, core values, aspirations and goals of the Garden's [strategic plan](#), reviewed and updated annually. We pursue expansion of programs, gardens, and facilities within the scope of the 2016 master site plan. Our 120 full- and part-time staff work with 700+ volunteers and 13,000 member households to live into the Garden's mission to connect people through plants to improve communities.

We do this through a broad variety of mission related activities and enterprise business services. We try to pattern ourselves on extraordinary programs and institutions nationwide, and where there are no examples, we intend to lead. We aspire to be a Garden that is representative in every way of the diverse community we serve and we fully embrace all the necessary and challenging work of being committed to principles of inclusion, diversity, equity, and accessibility (IDEA).

Department Overview – The Director of Facilities has overarching responsibility for buildings, infrastructure, equipment, and related operating systems, as well as the operations, maintenance and security teams at the Garden and Reserve. She or he supports and coordinates with the horticulture department on the maintenance, repair, and renovation of landscaped grounds. The Director of Facilities oversees the following departments:

- Oversees the **Operations Department** – which includes custodial and housekeeping services. This team prepares for each day's business/visitation along with all public and private events. This includes event setups and breakdowns, operational repairs and replacement tasks, collection and removal of all trash and litter from the buildings and grounds, and the cleaning and maintenance of the grounds and interior of all buildings on a daily basis.
- Oversees the **Maintenance Department** - which is responsible for the maintenance and repairs of facilities, vehicles and equipment, interior and exterior infrastructure, while ensuring these tasks are performed safely, quickly, competently, and at the highest finishing level, including required documentation. The team implements preventative and ongoing maintenance work for HVAC systems, emergency generators, grease trap cleaning, conservatory mist and controls systems, irrigation and fountain maintenance and repair and telephone systems, pumps, lights, etc.

- Oversees the **Security Department** - which implements security measures for lockdown and alarming of facilities, equipment, property and grounds each night. This team provides for the safe, secure and expeditious routing of guests, staff, volunteers, students and vendors leaving the event sites, facilities, and property each evening in addition to the safe routing of vehicular traffic in and out of the parking lots during highly attended events.

Primary Responsibilities -

- Manages and oversees the teams responsible for the care, maintenance and repair of all facilities to ensure that the Garden's facilities and property are maintained in a clean, operationally sound, welcoming, and aesthetically pleasing manner and that satisfies the requirements for daily operations
- Manages the development and implementation of plans, policies, procedures and guidelines to oversee construction, renovation, operation (including custodial), maintenance, preventative maintenance, and repair of the Garden's buildings, systems, equipment, and related technologies to ensure welcoming, high quality environments for visitors and employees
- Develops and recommends policies and guidelines to protect, enhance, and preserve the Garden's physical assets and resources, including furniture and equipment, space usage, maintenance, and energy maintenance
- Acts as the liaison between Garden and outsourced contractors, utility providers, consultants, and applicable county entities
- Ensures compliance with all federal, state, and local laws, codes, and regulations pertaining to facilities and operations, including safety data sheets and required reports for hazardous materials oversight, ADA compliance, OSHA, etc.
- Manages a purchasing and inventory control program as well as cost estimates and annual maintenance contracts
- Acts as a good steward of the Garden's limited resources
- Works in coordination with the Exhibitions Manager to provide operational staffing support and the professional expertise needed for installations, inventory, safety requirements and de-installation of indoor and outdoor exhibits, including GardenFest of Lights, Butterflies Live! and seasonal art/educational exhibits

Supervisory Responsibilities -

- Manages a staff of approximately 15 full time employees, 5 part time/seasonal employees and temporary help as needed
- Enjoys working with people, possesses a positive and outgoing personality that is effortlessly conveyed to staff, clients, coworkers, guests and volunteers
- Interviews, assesses, hires, trains, schedules, supervises, nurtures, encourages, counsels, and if necessary, terminates paid staff with the goal of building and retaining strong team members
- Manages and schedules the operations, maintenance and security staff responsible for providing needed support for the Gardens daily operations including supporting special events [extended hours (Flowers after 5, Holiday Light Show), sponsored free days, etc.]
- Proactively addresses all personnel matters and violations of Employee Handbook in accordance with established verbal and written disciplinary procedures and fosters teamwork and mentors staff by modeling best practices alongside them
- Optimizes staffing decisions to improve productivity and develop, recommend, and allocate staff resources appropriately
- Prioritizes, reviews, revises, monitors and implements processes to efficiently complete all departmental tasks and duties and make the most efficient use of the Garden's resources
- Embraces the Garden's commitment to excellence in all departments, willingly and cheerfully integrating work with the efforts of all other departments
- Serves as the facilities representative on garden leadership team overseeing and accomplishing construction projects

- Responds promptly to facility and operational emergencies, providing coverage during the Garden's operating schedule and develops a comprehensive plan for coverage during off hours
- Communicates effectively and diplomatically in verbal and written form to explain policies and procedures to LGBG staff and others
- Leads and motivates multifunctional teams, manages multiple conflicting priorities; and build relationships and partnerships across departments and works harmoniously with others
- Works independently with a high degree of reliability, accuracy, productivity and able to exercise independent judgment effectively in decision-making processes

Physical Demands / Working Conditions -

- Must be able to work outdoors in all seasonal extremes, then move periodically and quickly between select points within the Gardens facilities, quickly and often.
- Must be able to lift 50 pounds intermittently
- Must be able to move quickly between all garden venues regularly

Note: Duties described above, other duties and physical demands have been identified as essential.

Skills and Abilities -

- Must be a well-organized, self-motivated, disciplined, proactive, seasoned, intuitive and empathetic leader who seeks to build teams and mentor subordinates and able to initiate and nurture teams within the department
- Must be enthusiastic, energetic, quick-thinking, cheerful, courteous and capable as he or she engages readily and promptly with guests, members, volunteers and staff
- Must be able to communicate clearly, effectively and comfortably with individuals, small and large groups
- Excellent technical and writing skills and ability to communicate with clarity, accuracy, confidence and tact
- Excellent critical thinking and problem solving skills
- Must possess a commitment to the Garden's mission and its core values, particularly honesty and integrity, sensitivity and inclusiveness
- Must be a positive and motivating presence who embraces change and challenge

Education and Experience -

- A minimum of 5 years' experience as a facilities manager
- Bachelor's Degree or equivalent combination of education and experience
- Strong supervisory skills and proven successful management background
- Demonstrated ability to develop and work with peers, co-workers and volunteers
- Experience and demonstrated sensitivity in working with persons of various ethnic and economic backgrounds on staff and within community

Preferred: Management experience in similar large cultural institutions or in higher education or healthcare facilities

Each Employee of Lewis Ginter Botanical Garden -

- Must ensure compliance with all applicable federal and state laws and regulations
- Must comply with provisions of the current Employee Handbook, all published personnel policies and the requirements of their individual job descriptions
- Must support and embody the vision, mission, core values, aspirations, and goals of the Garden's strategic plan
- Must support, nurture, and embrace principles of inclusion, diversity, equity, and inclusion (IDEA).
- Must conduct herself or himself and perform all duties in a manner consistent with a public garden serving multigenerational, multicultural, and multifaceted individuals and families, and in accordance with directed practices and procedures
- Must be aware of surroundings and vigilant to threats to the safety of visitors, volunteers, and staff or to security of their property, ensuring that all concerns are reported promptly
- Must report all mishaps, injuries, and incidents immediately and ultimately in writing to Chief Operating Officer
- Must ensure compliance with all applicable federal and state laws and regulations
- Must perform other duties as assigned by supervisor

Please submit cover letter, resume, and [Lewis Ginter Botanical Garden Job Application](#) to kimd@lewisginter.org.