



Eastern Band of Cherokee Indians

SUPERVISOR – FACILITY MANAGEMENT

Position Description

Program:	Facility Management	Reports to:	Manager – Facility Management & Public Works
Division:	Operations	Position Number:	989116005
Classification:	Exempt	Revision Date:	06/27/2023
Pay Level:	13	Safety Sensitive:	No

PERFORMANCE EXPECTATIONS

In performance of their respective tasks and duties all employees of the Eastern Band of Cherokee Indians (EBCI) are expected to conform to the following:

- Uphold all principles of confidentiality to the fullest extent.
- Adhere to all professional and ethical behavior standards of the Tribal Government.
- Interact in an honest, trustworthy, and respectful manner with employees, Tribal members, visitors, and vendors.
- Participate in departmental staff meetings, quality management activities and educational programs.
- Embody respect and understanding of EBCI traditions and values.
- Display willingness, initiative, and teamwork, to perform other duties as requested.

POSITION PURPOSE

Provides supervision and leadership for field crews in performance of technical operations, constructions, and maintenance repair procedures on Tribal Buildings and Grounds. Assists throughout the department as needed with projects and performing related work. Duties are performed in the most efficient and cost-effective manner possible.

ESSENTIAL DUTIES, FUNCTIONS, & RESPONSIBILITIES

- Supervises, coordinates and participates in the work of a field crew engaged in operations, constructions, maintenance and repair activities on the Tribal Buildings and grounds.
- Meets with Manager to receive instructions, job assignments, work orders and to review/discuss projects.
- Assesses materials, parts, equipment and cost estimates.
- Arranges for the purchase or necessary parts, materials and equipment to perform needed work. Prepares for job assignment by reviewing work orders, researching related documents, engineering prints, project files, etc.
- Contacts, as required, other tribal departments or agencies to gain information and/or authorization to proceed with projects.
- Verify job location prior to beginning work. Make necessary follow-up contacts.
- Assemble supplies, materials and equipment necessary for the job and assists in the delivery job site. Operates equipment as required.
- Prepares job site to ensure compliance with established safety procedures.
- Assures the crew uses proper safety gear such as safety vest, gloves, safety glasses and hearing protection, etc.
- Participates in the Preventative Maintenance Program to systems.
- Assist customers with a variety of service-related inquiries, investigates customer complaints and problems and takes appropriate action to resolve them within departmental guidelines.
- Supervises final clean up, grounds maintenance and landscaping duties.
- Completes necessary documentation of work performed, materials used, time, description of job site, updates monthly reports and related files, provides relevant information to expand and update the system records.
- Maintain daily log of activities and prepare written report of same as required.
- Performs duties according to established safety procedures and Tribal Policy.

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- Organizes training and safety programs for all employees
- Assists and provides back up for other personnel and divisions as required.
- Maintains “On-Call” status at all times to respond to emergencies / weather situations /power outages; is considered essential personnel and is required to respond appropriately.

Scope of Supervision:

This position is supervised by program leadership. This position is responsible for supervising assigned personnel. Works under general supervision of the Facility Management Manager, with well-defined departmental and regulatory guidelines in place with minimal or no supervision. Must be a self-starter and well organized. Makes operational decisions of a routine nature independently, referring unusual circumstance to the Facility Management Manager.

MINIMUM MANDATORY QUALIFICATIONS

Experience:	Two (2) years supervisory experience is required. Three – five (3-5) years commercial building maintenance experience required
Education:	A high school diploma or GED required.
Licenses & Certifications:	Valid insurable NC driver’s license.

KNOWLEDGE, SKILLS, & ABILITIES

Key Job Knowledge:

- Requires the ability to read and interpret a wide range of information including operating and maintenance instructions, procedure manuals, engineering drawings, instructional materials, work orders and safety regulations.
- Must be familiar with basic tools and instruments common to the trade.
- Must be familiar with policies, procedures, regulations and proper use of assigned safety gear.
- Must have the ability to communicate effectively, orally, and in writing, with customers and co-workers.
- Knowledge of tribal land geography is essential.
- Requires the ability to perform mathematical computations such as fractions and decimals.
- Ability to calculate figures and amounts (i.e. percentages, area, circumference, volume) and interpret graphs.
- Requires the ability to organize work, complete and update all written documentation, follow verbal and written instructions, work effectively with the public, coworkers and independently.
- Requires skill in the use of a wide range of heavy to light construction equipment such as trailers, utility vehicles, air compressors, air and hydraulic driven tools, and hand tools such as shovels, pipe wrenches, pry bars, etc. Various gauges and instrumentation equipment, meters, pumps, etc.
- Requires completion of specified first aid.
- Must have wide range of maintenance skills (Carpentry, Plumbing, Electrical,HVAC, General Building Maintenance, Grounds Maintenance).

Safety/Accuracy Focus:

High standards of accuracy must be maintained in performing job duties. Must take immediate action to correct some errors which could have far reaching impact on the maintenance and repair. Most work verified and reviewed through testing or subsequent procedures which reduces the likelihood of undetected errors. Incorrect procedures could be detrimental such as fire, or electrical shock, and could result in serious loss such as the loss of the buildings.

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Key Relationships:

Interacts frequently with coworkers, vendors, professionals, tribal representatives, and customers in the exchange of information and technical discussions. Other contacts include building inspectors, fire marshals and other safety personnel. Contacts with the public require the use of good human relations skill. Must interface with others using tact, courtesy, and professional conduct, to maintain a positive working relationship.

Resourcefulness & Initiative:

Follows well defined Tribal procedures and guidelines. Initiative is required to maintain accuracy, establish work priorities, and meet scheduled timeframes.

Discretion – Confidential Data:

Must adhere to all tribal confidentiality policies and procedures.

Complexity of Duties:

Follows established procedures and guidelines are outlined by state and county codes in the performance of duties. Must analyze each situation, develop solutions and respond appropriately to a variety of circumstances which could range from single to complex. Problem solving and competent judgment are required. Encounters non-routine situations frequently requiring creative problem solving and the application of complex mental effort.

PREFERRED QUALIFICATIONS

No other preferred qualifications.

WORK ENVIRONMENT

Work Environment: Exposed to both office and job site conditions. Often encounters inclement weather, noise, dust odors, messy, unpleasant working conditions, which could be present for brief or extended periods of time.

**Mental/Visual/
Physical Effort:** The work involves light to heavy physical effort. While performing the duties of the job, routinely required to stand, walk, sit, climb, bend, balance, stoop, kneel, crawl, reach with hands to handle or feel objects, tools or controls, is occasionally required to lift to 100 pounds. The employee may occasionally lift and/or move more than 100 pounds on a repetitive basis. Manual dexterity, visual acuity, can hear, and good eye/hand/foot coordination are required. Close attention to detail and concentration are required while evaluation situations, planning and solving problems.

OTHER

Confidentiality: All employees must uphold all principles of confidentiality to the fullest extent. Sensitive information must be kept secure; a breach of these principles may be grounds for disciplinary action, up to and including immediate termination.

Background Investigation: All employees are required to complete a background investigation. Results of the background investigation will be evaluated against the requirements of the position, and as applicable to federal and state requirements. Candidates must be able to successfully pass all required background checks for data sensitive positions and for those positions subject to a 101-630 background check to ensure compliance with Public Law 101-630 "Indian Child Protection and Family Violence Prevention Act."

Drug Screening: All applicants must successfully pass a preemployment drug screening prior to beginning employment. Random drug testing will be carried out based upon position requirements.

Disclaimer: *The information on this position description has been designed to indicate the general nature and level of work performance by employees in this position. It is not designed to contain, or be interpreted as, a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to this position. Employees will be asked to perform other duties as needed.*

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ACKNOWLEDGMENT

I have reviewed the content of the **Supervisor – Facility Management** position description and have been provided a copy of such position description. I certify that I am able to perform the essential functions of this position as outlined in this description.

Employee (printed name)

Employee (signature)

Date

Supervisor (printed name)

Supervisor (signature)

Date