

TITLE: District Facilities Concierge

DEPARTMENT: Finance and Operations

REPORTS TO: Director of Building Support

POSITION SUMMARY: Under the direction of the Director of Building Support the position of Facilities Coordinator/District Concierge is responsible for overseeing all aspects of scheduling the use of district facilities, including the public spaces of the District's Administration Office, and managing daily operations of the District Administration Building and assigned staff. This position requires knowledge of District Regulations and Procedures, the ability to assume responsibility and work effectively under pressure while maintaining confidentiality, and the demonstration of strong interpersonal skills.

ESSENTIAL FUNCTIONS:

- Manage, maintain, and direct staff in all aspects of EMS system, including set up configurations of new district and city facilities.
- Provide in-person training and ongoing technical support to all EMS users.
- Coordinate and manage reservation applications using the Event Management System (EMS) for the administration building and all district facilities.
- Direct and assist with the technological set up in District Administrative Office boardrooms and meeting spaces as needed, including working with appropriate District IT staff. Work with the Administrative Office Custodial Lead to ensure furniture and meeting spaces are set up according to the reservation request.
- Coordinate, manage and maintain contracts and applications for facility use including processing facility, stadium and theater use applications; approving application contracts and signatures for billing purposes; and providing facility user classification information such as ISD, non-profit, commercial, etc.
- Interact regularly with District staff, community members, and outside vendors using multiple and varied communication modes and technologies to facilitate reservations and the use of District facilities, including actions such as providing pricing, answering inquiries, processing changes and addressing concerns.
- Provide District insurance requirement information appropriately to those making reservations and confirm possession of appropriate insurance by the user. Maintain inventory and manage COI listings and expirations for all organizations in accordance with District protocols and records retention.
- Foster positive partnerships with the municipalities within the District borders to effectively manage inter-local agreements in accordance with established laws and limitations of the agreement and to develop strategies to work around overlapping interests.
- Coordinate on-site supervision and work with the Facilities Supervisor-Custodial to arrange appropriate custodial staff for scheduled events.
- Manage admin building keys/security cards and provide training necessary to use school security systems during non-school hours.
- Foster positive partnerships with the municipalities to effectively manage inter-local agreements in accordance with established laws and limitations of the agreement and to develop strategies to work around overlapping interests.
- Provide the city a schedule of school-sponsored events at least once per quarter. Facilitate and schedule parks and recreational events after school activities.
- Meet quarterly with city representative to set up seasonal activities and talk about staffing issues, problems, planned programs, disputes and conflict, schedule changes.
- Coordinate, create, and distribute monthly invoicing for user groups, working with staff in accounts receivable to bill customers, track delinquent accounts, and the collection of payments.
- Work closely with other district staff to manage multiple demands on district facilities, ensure balanced scheduling, and appropriate and timely set up for events.

ISSAQUAH SCHOOL DISTRICT JOB DESCRIPTION

- Coordinate the availability of facility(ies) during construction time frames by maintaining a proactive and productive relationship with Capital Projects staff.
- Coordinate with the Director of Before and After School Care, the BASC program's facility use year-round.
- Oversee coordination and management of theater rentals to outside users, working closely with building theater managers and Facilities Supervisor-Custodial to facilitate user requirements/requests, as well as building administrators as appropriate.
- Facilitate and coordinate rentals of District sports fields and stadiums working with appropriate District staff and within appropriate protocols.
- Lead, manage and evaluate assigned staff in accordance with District protocols.
- Manage hiring with Human Resources of theatre technical staff and review their work in order to support the Theatre Managers in the buildings.
- Manage DNA Fusion Software Program for administration building staff; issue and activate access cards for new employees and correct key card issues.
- Create work orders for District office maintenance issues, middle/high school field issues and effectively collaborate with Facilities supervisors to rectify concerns, address incomplete work orders, and coordinate district and building maintenance to not conflict with facilities use.
- Develop and maintain positive working relationships with a variety of district employees including custodial staff, stadium managers, theater managers and Athletic Directors.
- Possess the ability to respond to significant night or weekend rental issues; such requests are reviewed semi-annually.
- Possess knowledge of and adhere to Governing Policies and District Regulations and Procedures.
- Participate in special projects as assigned and perform related duties and key responsibilities consistent with the scope and intent of the position.

QUALIFICATIONS:

EDUCATION: Bachelor's degree required with a major in business, business organization, project management, or public or education administration, preferred. Qualifying experience may substitute for the educational requirement.

EXPERIENCE: Minimum of three (3) years successful experience managing multiple projects, programs and/or facilities. School District facilities management experience highly preferred. Prior supervisory experience with proven people skills in motivating, coaching, and evaluating employees preferred. Further, the individual will possess the:

- Ability to work independently, take initiative, organize projects and details, and make decisions efficaciously;
- Ability to communicate clearly and effectively in a pleasant, tactful and professional manner;
- Ability to exercise independent decision making abilities, organize and manage multiple time sensitive tasks, and facilitate resolution of difficult and/or delicate customer and staff issues;
- Ability to research, analyze, and interpret data, rules and regulations, codes, statutes, and laws to maintain compliance and effectuate change; and
- Ability to utilize software and technology for planning, recordkeeping, analysis, presentations and trainings, and fluent communication.

REQUIRED TESTING: Pre-employment Proficiency Test

CERTIFICATES AND LICENSES: Valid WA State driver's license and appropriate insurance required. Must maintain as current any certification or license listed herein and held at hire date.

CONTINUING EDUCATION/TRAINING: That which is required to be effective in the position and to maintain certifications, including ongoing training regarding the application of District, state, and federal regulations.

CLEARANCES: Criminal Justice fingerprint/Background Clearance

FLSA STATUS: Exempt

BARGAINING UNIT: Unrepresented