

Job Title: Facilities and Information Systems Manager
Supervisor: Chief Operating Officer
Job Status: Salaried Exempt (Full-Time)
Job Hours: 35 hours per week
Location: 220 West 49th Street
Compensation: Commensurate with experience

About Us: For over 40 years, Encore Community Services has provided care to the elderly of the Clinton, Times Square, and Midtown communities, so that they may live with dignity and decency in a safe and caring environment. Encore provides a comprehensive array of programs for older New Yorkers including supportive and affordable housing, home delivered and sit-down meals, case assistance, education, recreation, and friendly visiting. The organization takes a “no wrong door approach” to ensure Seniors are able to access all of their neighborhood and other entitled resources so they may age in place comfortably for as long as possible. Encore is at an exciting inflection point in its development. With the arrival of a new Executive Director the organization is working to build off of a rich history to deepen its services and scale the work of giving back to seniors. Encore is keenly aware that the demographics of Older New Yorkers is rapidly evolving. Therefore, Encore must also evolve to ensure the health, mental health, and economic stability of New York’s diverse and vibrant senior community.

About Position: The Facilities and Information Systems Manager is responsible for ensuring that all Encore facilities meet the needs of the individuals that work and reside in them. They are accountable for the general upkeep, maintenance and security of all of Encore’s facilities. They ensure the environment meets health and safety standards and legal requirements; that facilities are in a suitable condition to work and reside in while in adherence to all applicable codes and compliance regulations. They also manage budgets and maintain records of all vendor payments. The Facilities and Information Systems Manager is also responsible for following up with tenants on rent arrears and coordinating with the social services team on rental assistance programs. He/She provides technology expertise in the management, configuration, and implementation of information technology solutions. They will work collaboratively in planning and implementing information systems to support both distributed and centralized business operations, and to achieve effective and cost-beneficial organization-wide IT operations.

Job Responsibilities:

Facilities Management

- Ensure all aspects of Encore’s facilities, including those rented and owned, are fully up to code and in compliance with various City, State, and Federal agency regulations. Currently these buildings include, Encore Senior Center, Encore West Residence, Encore 49 Residence, and the administrative Suite at 350 West 49th Street;
- Ensure the day-to-day operations and maintenance of Encore’s facilities;;
- Conduct frequent building site visits to ensure their appearance and cleanliness is in alignment with organizational expectations;
- Oversee Encore’s residential tenant relationships including support developing lease agreements, collecting deposits and rents, and enforcing terms of rental agreements;
- Oversee eviction proceedings, if necessary.
- Resolve tenant building complaints and maintain a positive, productive relationship with tenants;

- Respond to maintenance calls as needed and determine appropriate next steps;
- Report and follow up on all maintenance requests in alignment with organizational expectations and financial guidelines;
- Allocate and manage facility space for maximum efficiency;
- Supervise maintenance and repair of facilities and equipment across the entire organization;
- Collaborate with senior management in any renovations or equipment upgrades.. This also includes keeping current certificates and documentation required by the Fire Department, Buildings Department, Health Department and funding sources.

Management of Standard Operating Procedures

- Develop and implement a facility management plan including preventative maintenance routines and equipment life- cycle expectations;
- Ensure compliance with health and safety standards and industry codes;
- Implement best practice processes to increase efficiency;
- Work with Encore leadership and appropriate parties to update and maintain all Emergency procedures.

Vendor/Contractor Liaison

- Coordinate with contractors and/or Encore staff regarding any and all building repair, maintenance, and improvement projects;
- With support from the COO and finance office, negotiate contracts to optimize delivery and cost savings;
- Manage and review service contracts to ensure facility management needs are being met;
- Maintain relationship with Encore's landlord/tenant legal counsel and serve as Encore's liaison between tenants, counsel, and court proceedings;
- Assist in the review and procurement of furniture and equipment needs.

Information Systems

- Maintain multi-site network infrastructure and connectivity that supports high availability of computing resources;
- Develop, maintain, and implement procedures for technology acquisition, implementation, and use;
- Ensure employees have quality, consistent, and available computer services, technical support, and training;
- Design, configure, and maintain all technology systems including on-premises and cloud-based productivity infrastructure;
- Support the maintenance, provision and uniform management of the fleet of Company hardware, including laptops, smartphones, imaging devices, and networking equipment;
- Oversee the operation of the Company internal IT Service Desk including the work activity of IT Technical Support to ensure efficiency, effectiveness and productivity of assigned areas;
- Practice continuous improvement of IT service delivery; Evaluate new equipment, software, and processes continuously, recommend changes as appropriate and supervise their installation; Act as liaison between hardware and software suppliers n; Provide input on the acquisition of software applications
- Participate in the development and maintenance of the security of all data proprietary; complete backup of all computer systems in case of system failure or disaster; protect the

identities of employees, tenants and clients in accordance with HIPAA and other regulatory bodies;

- Work collaboratively with Management staff to maximize the utilization of existing business applications and technologies to meet business requirements and to improve and leverage IT assets;
- Provide leadership and direction for the IT management of the Company, on all aspects of IT policies and controls, in the broader context of the Company's IT goals and priorities

Talent, Acquisition & Training

- Recruit, hire, evaluate, mentor and retain a high-performance team, including maintenance staff at Senior Center;
- Recruit, hire, and/or contract IT support staff and/or consultants;
- Manage low performing staff professionally and directly;
- Implement a comprehensive employee performance evaluation process;

Required Qualifications:

- Bachelor's degree in facilities management, engineering, business administration or equivalent education/experience. One-year previous managerial experience;
- Knowledge of Section 8, Low Income Housing Tax Credit and HUD;
- Relevant professional certifications will be an advantage (ie. CPM);
- Computer literacy needed;
- Able to develop good working relationships with a wide range of people;
- An eye for detail and ability to operate on a deadline driven schedule;
- Well organized and have excellent spoken and written communication skills, as well as customer and client management skills;
- Ability to manage a varied and complex workload and also have technical knowledge of building services;
- Able to control and manage budgets efficiently;
- Problem solving skills and the ability to make decisions quickly.

Preferred Qualifications:

- MA degree in facilities management, engineering, business administration or equivalent education/experience.
- Bi-lingual in Spanish

How to apply: email **Resume** and **Cover Letter** to jobs@encorenyc.org

In the subject line, please indicate **"Facilities and Information Systems Manager"**

Due to the high volume of applicants, only qualified candidates will be contacted.

Encore Community Services offers excellent benefits and is an Equal Opportunity Employer/Program