



SYMONS VALLEY UNITED CHURCH
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Symons Valley United Church Job Description (Sept 18, 2020)

Job Title: Facility Administrator

Accountable to: The Property Management in conjunction with the Ministry and Personnel Committee

Position Summary

This is a year-round paid position.

Due to the current public health emergency (COVID19) Symons Valley is operating on a modified in-person basis. This necessitates an adjustment to facility usage. The Facility Administrator position's hours and responsibilities are likewise adjusted and categorized into two periods:

- A. Post COVID19 Period (Normal): When the Board of Symons Valley United Church determines to return to a normal operating basis the position will involve 15 - 20 hours per week including 16 weekday hours on a fixed on-site schedule during SVUC office hours.
- B. COVID19 Period (Modified): During the period Symons Valley United Church is operating on a modified basis due to the current community health emergency, the position will involve approximately 3 - 6 hours per week on an as needed basis but will include regular weekly check-ins with SVUC staff team to inform about and coordinate facility usage. Invoicing/time sheet reporting should be on a monthly actual basis. It is expected that at least 2 hours per week is spent on site, on a schedule as agreed to with staff.

This position will support the mission of SVUC through effective administration of the Church property to facilitate activities involving both congregational and external usage. In coordination with the Property Management Committee, will be responsible for following SVUC policies, long-term planning for, delivery and oversight of:

- Building management – care and maintenance of building and surrounding property
- Tenant management – rental space and congregational needs
- Recruitment management – recruitment of tenants and coordination of building monitor volunteers (including training)
- Administrative management – maintain records, leases and other critical facility documentation

In this capacity, the role will be a liaison with the SVUC staff team with regards to use of the facility in support of the Church's mission, and as such, will be expected to work collaboratively in a team setting, including attendance in staff meetings.

It is understood that this role will evolve with the congregation's needs. For facility related matters not covered by this job description the Administrator will take direction from the Property Management Committee for decisions not covered by church policies.

Employment is under annual, renewable contract after an initial probation period of three months.

Responsibilities

A. Post COVID 19 Period (Normal)

The Facility Administrator's responsibilities will include, but not be not limited to:

1. Building management

- Ensure availability of rooms, support personnel (e.g. AV) and equipment needed (e.g. piano, TV, access to AV/projector)
- Manage and oversee timely building maintenance including the assessment or day-to-day concerns (i.e. plugged toilets) as well as long term care and maintenance. This duty includes coordination of information, sanitization and repair requirements to the appropriate responsible church or third party. This includes but is not limited to Property Management Committee, contractual snow clearing, janitorial etc.
- Manage Key usage, maintenance, documentation and FOB data system.
- On call to receive phone call follow up on building alarm conditions with security alarm provider

Participate in and coordinate development of building usage best practices and policies

2. Tenant management

- Work to ensure strong tenant / landlord experience with a view to representing SVUC in a courteous professional manner. This duty includes problem prevention and resolution.
- Maintain & provide availability and rates from Symons Valley Fee Schedule
- Make recommendation regarding suitability of the Group and the usage rate to the Property Management committee
- Notify Group contact:
 - book room
 - provide copy of Agreement for review and signature
 - collect rent/damage deposit
 - meet with Group contact to provide building key and provide details on how to arm and disarm the security system
 - ensure Group meets with appropriate support personnel (AV) as appropriate
 - ensure rented space was left clean and refund damage deposit, upon satisfactory inspection
- Champion programming of thermostats throughout the church to optimize energy savings while providing comfort for regular space usage
- Champion appropriate implementation of the SVUC Liquor Policy
- Understand food preparation restrictions and communicate to renters and members of the church for appropriate compliance to health regulations

- Work with the Property Committee to analyze and report to the Board of SVUC annually regarding rental revenue and costs of rental deliverability

3. Recruitment of new tenants

- Show the space to potential renters. Flexible hours may be required to accommodate appointment timings through the week.
- Advise and consult with the Property Management Committee regarding number and qualifications for volunteer building monitors. It is important to ensure Property Management Committee is aware when new volunteers are needed
- Provide building monitor training and support the training of AV volunteers through consultation with AV Committee
- For One Time & Occasional Use contact individuals on Building Monitor list to determine who will be the Building Monitor for the event
- Maintain list of Building Monitors and be focal point of training and communication for this group.

4. Administrative management

- Develop and maintain of all rental policy documents, rate schedules, informational brochures, posters, and website content with direction from the Property Management Committee
- Responsibility to establish and maintain master program and facilities calendar for both internal and external functions using PowerChurch Events software or other designated tools. Book necessary staff, volunteers, and assets required for events. (janitorial, AV, building monitor, HVAC maintenance, other special arrangements, arranging piano movement, etc)
- Postings of weekly events calendar in a public area; electronic or paper. Create appropriate PowerPoint slides for event announcements or directions and load for display on soundbooth video computer for display on foyer LCD
- Post direction signs for temporary evening users
- Review and compare SVUC rental rates with other available rental space on an annual basis or upon request of the Property Management Committee
- Attend monthly Property management committee meetings as a contributing member to that committee
- Collect rental payments, coordinate VISA transactions and deposits
- Provide rental income reporting to Property management Committee on a monthly basis
- Lead use and management of Visa machine, and Rental operations bank account management in consultation with the Treasurer and Property management committee
- Insure that proper security measures are taken with the Visa machine
- Maintain current electronic and paper file records as follows
- Review and communicate with appropriate parties regarding all receipts, contracts and other matters relating to maintenance and management of the building
- Maintain database of names and contact information of renters in PowerChurch software

- Create e-mail batch lists of rental contacts as required
- Create and maintain Space Use Agreement files
- Create and maintain files for liability insurance from recurring renters. Diarize to obtain new copies annually

B. COVID19 Period (Modified)

1. Building management
 - As per Normal requirements
2. Tenant management
 - Symons Valley is currently restricting tenants to a select list (Restricted Tenants)
 - Work to ensure strong tenant / landlord experience with Restricted Tenants with a view to representing SVUC in a courteous professional manner. This duty includes problem prevention and resolution.
 - Work with the Property Committee to analyze and report to the Board of SVUC regarding rental revenue and costs of rental deliverability and other matters that may relate to COVID19 issues
 - Monitor and enforce that user groups and tenants are following COVID19 plans and best practices
 - On call to receive phone call follow up on building alarm conditions with security alarm provider
3. Recruitment of tenants management
 - Respond to external rental requests with messaging consistent with Symons Valley COVID19 restrictions
 - Review and respond to submitted COVID19 management plans by prospective tenants
4. Administrative management
 - As per Normal requirements

Qualifications

- A clear current criminal records check in accordance with the United Church of Canada National policy is required.

Knowledge

- Computer Skills:
 - PowerChurch functions for Events, booking resources, and tracking accounting income and expenses for rentals or database experience is an asset
 - MS Excel
 - MS Word
 - MS Outlook/other email software
 - File Management, email management, and file backup skills
 - Website Content updates for rentals and SVUC needs in coordination with Communications Coordinator
- Marketing & Promotion Skills - promoting and providing professional customer service regarding rentals and bookings
- Understanding of rental agreements, and licensing requirements

Skills

- Superior written and verbal communication skills
- Attention to detail and ability to manage personnel, time and resources
- Ability to manage multiple and shifting priorities
- Ability to build relationships with tenants, committees and staff team

Attributes and Behaviours

- Develops and maintains positive working relationships with others
- Takes initiative and assumes responsibility independently and as part of a team
- Embraces and adapts to change
- Proactive