

## **JOB DESCRIPTION**

### **Diocese of Orange, Pastoral Center**

**POSITION TITLE:** Property Operations Manager

**FLSA STATUS:** Exempt

**PAY RANGE:** \$125,000 – \$150,000  
based on qualifications, experience, education

**DEPARTMENT:** Office of Real Estate and Construction

**REPORTS TO:** Director of Property Operations

**SCHEDULE:** M – F, occasional weekends, and evenings

**SUPERVISORY RESPONSIBILITY:** Property Operations Supervisor

**INTERNAL/EXTERNAL CONTACTS:** Priests, Business Managers, School Principals, Cemetery Department, Accounting Department, Government Agencies, Construction Managers, Architects, Contractors, Subcontractors and Vendors.

#### **PRIMARY PURPOSE:**

The Property Operations Maintenance Manager will work within the Real Estate and Construction Department with a primary focus of creating, implementing, and maintaining a comprehensive preventative maintenance plan for all locations within the Diocese's portfolio. This position will help to create a best-in-class facilities and property management organization and will strive to provide maintenance support and guidance for all locations within the Diocese to ensure that all locations are safe, functional, and efficient.

Our ideal candidate is well-versed in facilities and property management processes and exhibits high multitasking, strategic and organizational abilities.

#### **ESSENTIAL FUNCTIONS:**

- Create, implement, and maintain a comprehensive preventative and reactive maintenance plan including best practices, standards, and guidelines for all locations.

- Create, implement, and maintain a user-friendly maintenance request ticketing system to ensure quick resolution to all reactive maintenance issues.
- React, evaluate, and lead projects related to repairs and maintenance including roof repair, parking lot asphalt, MEP, FF&E, and audio/visual upgrades.
- Provide leadership, mentor, and guide location-based maintenance managers/leads in the expansion and continuous improvement of Diocese Property Operations best practices and standards.
- Provide leadership, mentor, and guide the Property Operations Maintenance Supervisor in the areas of general property maintenance including landscaping, general home maintenance and repair and small residential maintenance projects.
- Conduct property condition assessments and walkthroughs to identify immediate, mid-range, and long-range capital improvements.
- Oversee tenant improvement projects at RCBO owned and operated properties, including single family homes and centers.
- Create and analyze KPI's to improve processes performance.
- Provide senior leadership and location leadership with analytics to support capital expenditures for end-of-life equipment or ongoing issues using ROI, and other analytical techniques.
- Provide oversight for budget development, execution, and capital planning.
- Help manage vendor support and equipment relationships and leverage the Diocese' growing network to maximize economies of scale.
- Provide frequent on-site monitoring, auditing and enforcement of maintenance execution, safe work practices, and institute and audit training drills across all locations.
- Monitor the safety and cleanliness of interior and exterior areas, such as offices, conference rooms, parking lots, roofs, MEP Systems, and outdoor recreation spaces.

- Develop and manage budget and contract documents including RFPs, change order controls, purchase orders, and invoicing.
- Liaison between Construction Project Managers, project architects, designers, cities, internal stakeholders, and field personnel as needed.
- Provide information to all team members to ensure work complies according to construction documents and specifications.
- Schedule routine inspections and emergency repairs with outside vendors
- Prepare locations and facilities for inclement weather conditions.
- Communicate in a professional manner with parishes, schools, contractors, and vendors on behalf of the Real Estate and Construction team.
- Maintain an organized, accurate and updated electronic project filing system.
- Maintain list of approved and pending vendors and general contractors.
- Work with accounting department to manage vendor payment process beginning to end, including any payment discrepancies.
- Coordinate with government/city agencies pertaining to plan submissions and permit applications/approvals. Conduct due diligence on city requirements/criteria for fences, signage, and building permit submittals.
- Obtain and organize all necessary "close-out" documents including warranties, owner's manuals, record drawings, and product data.
- Perform other work-related tasks as needed.

**REQUIRED:**

- Minimum five years of office and facilities management experience, preferably within the construction field.
- Excellent time management skills, critical thinking skills, attention to detail, capacity to prioritize by assessing situations to determine urgency, and ability to undertake self-directed tasks when necessary.

- Proficiency in the use of computer programs: Microsoft Office (Excel, Word, Outlook, Publisher), and Adobe.
- Ability to effectively communicate written and verbal information.
- Initiative-taking and proactive with ability to follow procedures, work within established guidelines, and work independently as needed. Flexible and adaptive to change.
- Works well in a team environment. Maintain a courteous and professional demeanor; maintain confidentiality.
- Have a basic understanding of construction documents.

**DESIRED:**

- Bi-lingual English/Spanish or English/Vietnamese
- Experience in the construction field
- Skills in Adobe, InDesign, Photoshop, MS Project, ProCore, Document Control and Change Management Platforms.
- Ability to read and comprehend plans and specifications.
- Advanced mechanical and plumbing skills
- Knowledge of HVAC and other building systems
- Ability to lift heavy objects and do other labor-intensive tasks.
- Excellent time management and multitasking skills
- Basic understanding of accounting and finance principles
- Great leadership and problem-solving skills
- Certified Facility Manager (CFM) credential, or equivalent
- Experience planning and maintaining facility budgets.

- Excellent verbal and written communication skills
- Professional leadership experience
- Contract handling experience
- Strong attention to detail

**PHYSICAL REQUIREMENTS/WORK ENVIRONMENT:**

<i>Typical Working Conditions:</i>	Office environment.
<i>Equipment Used:</i>	Basic computer equipment, keyboard, mouse, telephone, copier, facsimile, calculator, and paper shredder.
<i>Essential Physical Tasks:</i>	Communicate, move, remain stationary, reach, and occasionally carry materials as needed weighing up to 30 lbs.