Boys & Girls Clubs of Dorchester
Job Description

Title: Director of Facilities & Venue Management
Department: Operations
Reports to: Fieldhouse+ Director with dotted line to COO for BGCD facilities rentals
FLSA: Exempt
Status: Full-Time

JOB SUMMARY/PRIMARY FUNCTION:
Ensures the safe, efficient, and continuous operation of all physical systems, grounds, and athletic equipment. This role involves balancing heavy daily usage with long-term capital planning, maintenance scheduling, and safety compliance for large crowds including on-site security. Responsible for the day-to-day operations related to facility rentals, including usage by Boston Public Schools ("BPS") and Ruth Batson Academy, ensuring smooth and efficient event execution. Manage scheduling, coordinate logistics, maintain the physical plant and oversee staff. Acts as a key facilitator for successful and enjoyable Fieldhouse+ complex rentals, ensuring that all aspects of the rental process run smoothly and efficiently.

SUPERVISORY RESPONSIBILITES
- Facilities Manager
- Maintenance Staff
- Cleaning Contractor
- Security Contractor

KEY ROLES (ESSENTIAL JOB RESPONSIBILITIES):

Leadership
- Direct daily operations, including HVAC, lighting, plumbing, electrical and security systems to ensure a suitable environment for sports and events.
- Monitor building security and safety by ensuring building opening and closing protocols are clearly assigned and followed.
- Create, manage and execute a comprehensive preventative maintenance program for building systems, specialized sports flooring, turf and equipment.
- Ensure full compliance with occupational health and safety regulations (OSHA), building codes, fire codes, and sanitation standards.
- Hire, train, and supervise maintenance, custodial, and technical personnel, ensuring proper performance of daily tasks. Oversee cleaning contractors.
- Manage the master schedule for facility rentals, including usage by BPS and Ruth Batson Academy, coordinate space and room usage and oversee proper setup for all events.
- Responsible for daily management of bookings for rentals of BGCD facilities and the scheduling of use by other entities and BGCD with goal of maximizing utilization
- Oversee the upkeep and maintenance of the Fieldhouse+, including cleaning, scheduling repairs, ordering new equipment and supplies and ensuring the facility is safe and fully functional.
- Oversee the event execution from pre-event planning through post-event cleanup to ensure a positive experience for renters.
- Ensure all rental operations comply with relevant regulations, policies and procedures.

- Work with COO and The FieldHouse+ Director to implement and enforce safety protocols and security procedures, including emergency plans and security systems.
- Responsible for handling all customer service issues arising out of rentals, including BPS and Ruth Batson Academy.
- Hire, train and supervise all staff involved in rental operations.
- Handle building coverage as needed.
- Perform other duties as assigned.

Resource Management –

- Develop and administer budget for rental operations, including revenue, expenses and capital needs. Identify revenue generation and cost-saving opportunities in conjunction with CFO and Finance Department staff. Ensure that operations are cost effective and funds are managed prudently.
- Review and approve bi-weekly payroll.
- Work with Marketing & Communications to prepare weekly press and social media posts (as needed) and brochure updates.
- Follow proper procedures for volunteer intake, handling of program fees, new employees, incident/accident reports, expense requests, etc.
- Maintain monthly metrics of user groups in partnership with Front Desk/Membership and Director of Information Technology & Business Intelligence.
- Approve and forward invoices and purchase orders for rentals to accounting department and ensure all billing is captured.

RELATIONSHIPS:

Internal: Work closely with Finance Team on projecting rental income, managing facilities expenditures and setting competitive rental rates.

External: Maintain contact with renters, community groups, schools, youth serving organizations, parents, and families and outside services to assist in resolving problems and to publicize the Club. Maintain contact with vendors and regulators.

SKILLS/KNOWLEDGE:

- Bachelor's Degree or equivalent work/school experience required. Proven experience of 5+ years in facilities management, with preference for large-scale athletic or commercial, recreational venues.
- Strong understanding of MEP (mechanical, electrical, plumbing) systems, building automation systems (BAS), and facility infrastructure.
- Ability to mange multiple tasks, prioritize effectively and maintain a detailed schedule
- Must be highly motivated, energetic, possess strong organizational skills and be willing to work as part of a team.
- Excellent communication skills and ability to communicate effectively with renters, staff and other stakeholders.
- Ability to motivate and lead a team, delegate tasks effectively and resolve conflicts.
- Understanding of budgeting, financial management and revenue tracking.
- Commitment to providing excellent customer service and ensure a positive experience for all renters.

- Proficiency with the Microsoft Suite and the relevant software and technology used for scheduling, email and spreadsheets.
- Must have a valid Driver's License with a clean driving record.
- Must be able to pass a Criminal Background Check (CORI) and a Sexual Offender Background Check (SORI).