



Opening Date: 12/6/2018  
Closing Date: Open Until Filled

## **Vacancy Announcement #16-19 Director of Facility Operations and Services**

**SALARY: NEGOTIABLE**

**DC Residents Preferred**

### **EVENTS DC**

#### **Engage, Excite, Entertain.**

Events DC is the face of conventions, sports, entertainment and cultural events within our nation's capital. As the official convention and sports authority for the District of Columbia, Events DC leverages the beauty, history and diversity of the most powerful city in the world to attract and promote an extensive variety of events, resulting in amazing experiences for residents and visitors alike, and generating economic and community benefits for the city.

Our success comes by focusing on divisions that reflect three lines of business: Conventions and Meetings, Sports and Entertainment, and Special Events, where we make a range of strategic investments in the region's marquee sports, entertainment and cultural properties. Each division is driven by the desire to bring stellar events to Washington, DC by providing superior customer service to our clients and visitors.

### **SUMMARY DESCRIPTION**

The Director, Facility Operations, provides leadership and direction for the Facilities Operations Department, and shall be responsible for facilities management, to include engineering, and life safety inside the Washington Convention Center. The Director, Facility Operations plans, organizes and directs a full range of activities relating to the Center's 2.3 million square foot facility, and ensures the delivery of first-class customer service. The Director, Facility Operations has controlling responsibility for carrying out a comprehensive building maintenance program, as well as providing mechanical requirements for short and long-term events, and manages the central plant, and other maintenance support contracts. Work is performed independently and reports to the Vice President, Facilities Operations and Services.

### **EXAMPLES OF WORK ASSIGNED**

The duties listed below are intended only as illustrations of various types of work that may be performed by the incumbent. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment.

- Provides overall management, leadership and direction for the Facility Operations Department, to include the engineering, and associated engineering contracts of Events DC.
- Develops all Events DC's organizational directives, policies and procedures in operating effective programs in the area of facilities management.
- Develops and coordinates comprehensive preventive maintenance programs for the overall facility and mechanical systems.
- Provides input into and execution of the strategic plan for assigned department consistent with the strategic vision of the division.

- Participate in the research, development, evaluation and implementation of new products, services, technology and process to ensure the Convention Center's competitive position and in anticipation of changing customer needs within the dynamic convention environment.
- Directs Human Resources responsibilities for assigned department to include; creating a work environment that promotes teamwork, performance feedback, recognition, mutual respect and employee satisfaction; quality hiring, training and succession planning processes that encompass the company's diversity/local hiring commitments; while insuring compliance with company policies, and legal requirements.
- Provides expert advice to the Vice President, Facilities Operations and Services on all matters pertaining to engineering.
- Provides input and direction in the development and monitoring of fiscal budgets, division operations and marketing strategies to produce both short term and long-term profitability for Events DC.
- Ensures prompt and cost-effective solutions are implemented for unanticipated maintenance requirements.
- Conducts inspection tours of the building and grounds to ascertain that established standards of maintenance are being followed.
- Directs the operation and repair of mechanical and electrical equipment.
- Recommends modifications of existing plant and equipment facilities.
- Assist with preparation of rough layouts, plans, and specifications and cost estimates of proposed modification and construction projects.
- Consults with contractors and others on construction projects.
- Inspects the work of contractors when in progress and upon completion.
- Adopts a customer service philosophy and public relations approach to the performance of all duties; establishes and promotes philosophy with Facility Operations Department staff.
- Directs subordinate managers and supervisors in coordinating activities in all assigned functional areas of responsibility.
- Performs other job related duties as assigned.

### **SKILLS, KNOWLEDGE AND ABILITIES**

- Thorough knowledge of operations, techniques and procedures involved in the management of large, complex physical facilities.
- Extensive knowledge of mechanical/electrical engineering principles and practices required in the design, construction, and mechanical maintenance of a large facility.
- Knowledge of building maintenance and automated preventive maintenance programs (i.e., HVAC systems, electrical systems and building automation systems).
- Knowledge of a computerized building Energy Management System.
- Extensive knowledge of current heating and air conditioning maintenance.
- Thorough knowledge of occupational hazards and safety precautions of the engineering profession.
- Ability to demonstrate emotional stability during periods of tension and stress when carrying out assigned duties.
- Ability to recognize emergency situations and direct prompt and effective corrective measures.
- Ability to express ideas and communicate effectively, both orally and in writing.
- Excellent interpersonal, customer service and problem solving skills in dealing with guests, clients and external/internal organizations.
- Proficient in the use of basic office automation software (i.e., email, word processing, etc.).

### **CORE COMPETENCIES (MANAGER & DIRECTOR)**

- Leadership
- Human Capital
- Strategic Thinking
- Operational Effectiveness
- Financial and Expense Management

## **ADA ESSENTIAL FUNCTIONS**

- Ability to walk extended distances and climb stairs to access the interior and exterior environs of the Center.
- Ability to read and write instructions, directions, memos, forms, floor plans and other written materials.
- Ability to converse orally and utilize standard telephones and two-way radios to receive and communicate information to staff and customers.

## **MINIMUM QUALIFICATIONS**

- Bachelor's degree with major coursework in civil, mechanical, or electrical engineering.
- Seven (7) years of responsible experience in facility operations and management, with emphasis on on-going maintenance of a large facility of at least 1,000,000 square feet.
- Any equivalent combination of experience, training and/or education.
- Three (3) to five (5) years of managerial experience in a large facility.

## **DESIRABLE QUALIFICATIONS**

- Knowledge of Siemen's Apogee software program, security and life safety systems.
- Experience in and/or detailed knowledge of the convention, meetings, exhibition, and trade show industry.
- Certified Facility Manager (CFM) certification.

## **REQUIREMENT**

- All positions require candidates to successfully complete our background screening process.

**In an effort to protect our environment from paper waste all candidates must apply on-line on our website:**

**<http://careers.wcsa.com/employment/application.aspx>**

Computers are available in the Labor and Contractor Office (Access Control) at 1116 7th Street NW  
Monday – Tuesday and Friday – 7:00 a.m. – 11a.m.  
Wednesday and Thursday – 8:30 a.m. – 3:00 p.m.

**Washington Convention & Sports Authority T/A Events DC  
Human Resources Department  
801 Mount Vernon Place, NW  
Washington, DC 20001**

**All candidates will be considered without regard to race, color, religion, sex, age, national origin, marital status, disability or sexual orientation.**