

Facilities Director

New England Botanic Garden at Tower Hill, PO Box 598, Boylston MA 01505 508-869-6111

Direct Manager:	Chief Financial and Operating Officer		
Department/Group:	Operations	Job Category:	<ul style="list-style-type: none">ExemptFull-timeBenefits eligible
Location:	Boylston MA	Travel Required:	Occasional
Salary Range:	\$110,000–\$120,000	Apply:	https://bit.ly/nebg-jobs

Position Overview

The Director of Facilities is responsible for the maintenance, operation, and safety of the Garden's buildings, systems, and equipment, protecting them from theft, fire, injury, and other damage. The Director ensures that all NEBG facilities are properly maintained to support the Garden's operational and programmatic needs while ensuring compliance with local, state, and federal regulations.

This role requires a strategic problem-solver who enjoys collaborating across disciplines, balancing big-picture planning with attention to detail. Experience managing building improvement projects and developing long-range capital investment plans is essential.

The Director is expected to carry out the responsibilities of the job in ways that support NEBG at TH's mission and to its commitment to creating a diverse and welcoming organization.

Responsibilities

- Supervise and train facility staff (general utility and maintenance) and manage external service providers (custodial, trades, contractors).
- Oversee daily maintenance operations and establish procedures to keep facilities clean, functional and safe.
- Conduct regular inspections of buildings, systems and equipment to identify issues and schedule necessary work.
- Maintain accurate records of all building drawings, repairs, preventive maintenance, warranties, and equipment purchases.
- Develop and manage the Facilities department budget.
- Partner with COO to create and implement capital improvement and replacement plans.
- Review space needs for offices and programs, identify options, and implement approved solutions.
- With COO oversight, serve as project lead or supporting team member in planning and executing facility expansion, renovation, and repurposing projects, including hiring and managing consultants as needed.
- Develop plans to minimize operational disruptions caused by storms, natural disasters, and power outages.
- Collaborate with departments to support meetings, programs, exhibitions, events, and private rentals, including set-up and take-down.

Facilities Director

- Serve on the Senior Leadership team and the Sustainability Committee, on other committees as appropriate.
- Being welcoming to all staff and the public
- Be respectful of staff differences and preferences
- Use gender neutral communication styles
- Respect everyone's pronouns
- Attend IDEA workshops and training sessions
- Make efforts to support a diverse work force.
- Develop and support a culture within the department that recognizes and supports NEBG at TH's IDEA initiatives (Inclusivity, Diversity, Equity and Accessibility).
- Performs other duties as assigned.

Physical Demands

The physical demands listed are representative of those required to successfully perform the essential functions of the position. Reasonable accommodation may be made to enable individuals to perform these duties. While performing this role, the employee is required to talk, hear, sit, stand, and bend/stoop. Occasionally the employee may be required to kneel/crawl, carry, reach, push/pull, climb/balance and lift up to 100 pounds. Good vision is necessary for reading documents and analyzing materials. The employee will also need to review non-written materials for observation and analytical purposes and be able to distinguish colors.

Work is performed in typical office settings, as well as in attic spaces, basements, cellars, storage areas and outdoors, where exposure to weather, extreme cold or heat may occur. Occasionally, work may involve confined spaces, heights above six feet, or varied outdoor terrain.

Note: Duties described above, other duties and physical demands, have been identified as essential functions as required by the Americans with Disabilities Act.

Schedule

The Facilities Director position is salaried and exempt from overtime. The standard schedule is Monday-Friday with flexibility to accommodate organizational needs. Weekend or evening hours may occasionally be required. The Director also participates in a rotating on-call schedule for emergency situations outside regular hours, typically overnight.

Qualifications

- Minimum five years' experience in Facilities management required; certification in trade or facilities management preferred.
- Proven project management experience required. including the ability to plan, execute, and oversee capital improvements and operational projects. Supervisory experience required, with a track record of effectively leading, training, and evaluating staff
- Hands on experience with the maintenance and operations of HVAC systems as well as other core building systems (electrical, plumbing, mechanical, life safety).
- Strong knowledge of building systems, repairs and maintenance; with working knowledge of building codes, permitting process, and regulatory compliance.
- Ability to plan, schedule and monitor effective maintenance and cleaning routines.

Facilities Director

- Skilled in both managing and performing hands on work in areas such as HVAC, electrical, plumbing and general building maintenance when necessary.
- Familiarity with federal, state, and local regulations as well as safety standards and best practices.
- Clear and effective written and verbal communication skills; with the ability to establish and maintain positive working relationships with staff, contractors, vendors, and visitors.
- Proven ability to meet deadlines, manage competing priorities, and respond effectively to emergency situations.
- Ability to work collaboratively, professionally and respectfully with a diverse group of constituents including staff, visitors and vendors.
- Proficient in operating mechanical and standard office equipment.
- Ability to climb stairs and navigate facility areas when elevators or accessibility features are unavailable.
- Demonstrated problem-solving, relationship-building and management skills.
- Proficiency in Microsoft Office applications, particularly Word, Excel, Outlook, and Teams; ability to quickly learn other software and database applications as needed, including Asset Essentials and Tripleseat.