

Ulman House Facilities Manager

Reports To: Sr. Director, Business Operations

Location: Ulman House - 2118 E. Madison Street, Baltimore, MD 21205

Exempt/Non-Exempt/Contract/Temporary: Non-Exempt

Compensation: \$24/hr

Full Time/Part Time: Part Time - average of 25-30 hours per week

Standard Office Hours: Ulman House ("the House") operates 24/7/365 but is normally staffed between the hours of 9am-5pm Monday through Friday. Staff may arrive earlier or stay later depending on their role and the needs of the organization and/or our patients/guests. The Ulman House Facilities Manager is expected to work an average of 25-30 hours per week at Ulman House, normally between the hours of 8am and 3pm Monday through Friday. The Ulman House Facilities Manager would also be expected to be available as necessary to attend to maintenance issues and emergencies if and as they arise. This position manages the Ulman House Housekeeper who normally works 9am-2pm Monday through Friday.

Our Mission: Ulman Foundation is a non-profit organization that changes lives by creating a community of support for young adults, and their loved ones, impacted by cancer.

Your Role in Our Mission: Ulman House provides lodging and other support services free of charge to Young Adult patients and their caregivers traveling to Baltimore, MD for cancer treatments. The Ulman House Facilities Manager ensures that Ulman House is a safe, high quality, cost effective home away from home for the patients and families that stay with us, as well as ensuring the facility can serve as a hub for our organization's activities. This role works closely with the Sr. Director of Business Operations, Director of Service & Care Delivery, the Ulman House Housekeeper, the Ulman House Resident Assistant, the Ulman Foundation's founder and other staff members, partners and supporters to ensure that the house is maintained to a high standard as efficiently and effectively as possible and that the facility is meeting the needs of the patients and families utilizing it. The Ulman House Facilities Manager also brings our mission to life at Ulman House by helping us to maintain a welcoming, inclusive, compassionate and supportive community environment.

Specific responsibilities, projects, or activities of this position may include:

House Maintenance

- Ensures that all indoor and outdoor areas of the House and grounds are safe, clean, attractive and operational with the assistance of volunteers, vendors and staff
- Manages the Ulman House Housekeeper to ensure rooms are prepared for new guest arrivals, the shared areas of the house are kept clean, furniture is kept in or returned to its rightful place, and maintenance issues are identified in a timely manner
- Ensures furniture, fixtures, appliances, and systems are cleaned, maintained, repaired, and replaced both regularly and as necessary to minimize downtime and ensure all are properly functioning
- Coordinates inspections and permit renewals so that the facility meets all necessary safety and regulatory requirements
- Executes day-to-day or one-off maintenance as necessary
- Communicates issues, updates, and resolutions with all necessary parties
- Manages household supply inventory and acquires supplies in as cost effective a manner as possible
- Works with the Sr. Director, Business Operations to develop and maintain a House Facilities Manual and any relevant House Facilities documentation for reference, training, and organizational use

Administration

- Ensures necessary recordkeeping for Ulman House maintenance contracts, permits, and renewals
- Supports budget management and oversight of Ulman House operations expenses, as well as develops budget recommendations in coordination with the Sr. Director, Business Operations

Other duties as assigned by the Sr. Director, Business Operations

Qualifications/Skills:

The Ulman House Facilities Manager must be a problem solver who takes ownership over the maintenance of the facility, who is willing to roll up their sleeves and get things done, and who is extremely detail oriented, organized, responsive, reliable and trustworthy. This person must also be friendly, tactful, compassionate and have the emotional intelligence to remain calm and objective while supporting our patients and families who are experiencing extreme stress and personal upheaval.

- Passion for, understanding of, and commitment to delivering on the mission of the Ulman Foundation and ensuring the success of Ulman House
- Strong attention to detail, organizational and time management skills
- Strong decision-making and problem-solving skills
- Proven ability to work and communicate effectively with diverse groups of teammates, stakeholders, partners, volunteers, and clients
- Proactivity, positive attitude and good judgment

Education/Experience:

- High School Diploma Required
- Experience in facilities management, property management, hospitality or construction preferred

Vaccination Requirement: Due to the nature of the work we do and the population we work directly with, all Ulman House guests and employees, including the person in this role, are required to be fully vaccinated against COVID-19.

To Apply:

Interested candidates should submit a cover letter and resume to careers@ulmanfoundation.org with "Ulman House Facilities Manager" as the subject line.