

Facilities Coordinator

Job Description

Position Title: Facilities Coordinator

Reports to: Regional CCL

Job Status: Full-Time

FLSA Status: Non-Exempt

Positions Supervised: None

Position Summary: The facilities manager is responsible for overseeing the maintenance, safety, and functionality of operations within the CHP Healthplex. This role ensures that all properties meet operational, regulatory, and safety standards while efficiently managing vendor relationships, capital projects, and daily facilities operations.

Essential Functions:

To accomplish this job successfully, an individual must be able to perform, with or without reasonable accommodation, each essential function satisfactorily. Reasonable accommodations may be made to help enable qualified individuals with disabilities to perform the essential functions.

- **Facilities Operations & Maintenance:**

- Triage, document, and manage all facility requests for care centers.
- Oversee maintenance, repair, and improvements for all healthcare facilities.
- Ensure compliance with healthcare regulations (e.g., OSHA, ADA, Joint Commission, HIPAA) related to physical space and environmental safety.
- Manage and implement preventative maintenance processes for building systems, equipment, and utilities.
- Manage space planning and renovations to accommodate business growth.

- **Vendor & Contractor Management**

- Manage contracts with vendors for janitorial, security, HVAC, landscaping, and other facility-related services.
- Ensure vendors comply with healthcare facility standards and service-level agreements.
- Coordinate and monitor renovation, expansion, and construction projects.

- **Safety & Compliance**

- Maintain emergency preparedness, fire safety, and security protocols.
- Conduct regular facility inspections and risk assessments to identify potential hazards.

- **Budget & Cost Management**

- Manage the facilities budget, ensuring cost efficiency while maintaining quality standards.
- Track and report all operational costs, capital expenditures, and maintenance expenses.
- Identify opportunities to improve efficiency and reduce operational costs.

- **Team & Stakeholder Collaboration**
 - Communicate regularly with care center management to remain current on organizational facility needs.
 - Collaborate with administrative teams to ensure facilities support patient care needs.
 - Provide leadership in facilities planning and problem-solving for facility-related challenges.
 - Work closely and effectively with the VP, Operations, to keep them well informed of upcoming commitments and responsibilities, following up appropriately.
- **Miscellaneous:**
 - Ability to work flexible hours based on project and travel needs.
 - Maintain accessibility in the event of an emergent or inclement weather need.
 - Schedule and coordinate internal and external meetings as necessary with key stakeholders.
 - Create and maintain meeting agendas and meeting minutes with clearly defined action plans and deadlines.
 - Perform all other duties as assigned.

Competencies:

- Self-managing; ability to work well independently with minimal oversight and as part of a team
- The ability to work effectively with teams, share information and work collaboratively to solve problems and make decisions; to work independently from a remote environment
- Able to maneuver through complex political situations to achieve desired outcomes.
- Able to actively support, communicate and teach the culture and values of Collaborative Health Partners.
- Performs day-to-day project execution activities demonstrated by a thorough understanding of the project management requirements
- Provides quality assurance by reviewing reports for accuracy and creating plans to ensure accurate execution of program requirements
- Develops and oversees project changes and enhancements as well as develop on-going process improvements for specific job-related tasks
- Develops and maintains good relationships with external clients and internal teammates
- Accuracy – Ability to perform work accurately and thoroughly.
- Communication – Strong communication and interpersonal skills; ability to deal effectively with all levels of the organization as well as external client contacts. Excellent writing, spelling, grammar, and proofreading skills; Ability to write concisely to express thoughts clearly, and to develop ideas in logical sequence.
- Compassion – Ability to be empathetic, kind, and patient. Communicates in a way that upholds the dignity of others.
- Computer Skills – Strong computer/technical skills; demonstrated proficiency in Excel and Outlook and use of Google Meets, ZOOM, and Microsoft Teams.
- Confidentiality – Ability to effectively maintain patient, team member and employer confidentiality. Comply with all HIPAA regulations.
- Customer Service Oriented – Friendly, cheerful and helpful to patients and others. Ability to meet patients and others needs while following office policies and procedures.
- Decision Making – Ability to make critical decisions while following CVFP policies and procedures.
- Detail Oriented – Exceptional organizational skills with strong attention to detail
- Enthusiasm – Ability to energetically and positively perform duties; actively contribute to the betterment of the organization.

- Flexibility – Ability to be flexible and adaptable in a fast-paced environment.
- Integrity – Displays honesty, trustworthiness, and accountability.
- Leadership Skills – Ability to influence others to perform their jobs effectively and to be responsible for making decisions.
- Positivity – Display a positive attitude and is a positive agent for change.
- Problem Solving – Ability to wholly resolve difficult and/or complex issues.
- Professionalism – Displays a positive and welcoming attitude, adheres to dress code policy, maintains composure in difficult situations and courteous interactions, and no gossiping.
- Teamwork – Work as part of a team and collaborate with co-workers.
- Time Management - Ability to respond to a high volume of phone and email inquiries, while maintaining excellent customer service and prompt response time. Demonstrated ability to handle multiple tasks simultaneously, prioritize accordingly, juggle changing deadlines, and understand the nuances associated with supporting an Administrative Office and team
- Working Under Pressure – Ability to work well under pressure and exhibit excellent judgement, tolerance of ambiguity.

Education and Experience:

- Undergraduate degree, or equivalent, is required.
- 5+ years of full-time work experience preferred; full-time directly relevant administrative support experience preferred.

Work Environment:

- Environmentally controlled medical office environment
- Fast paced environment with occasional high pressure or emergent situations
- Work hours subject to office needs to ensure coverage during all hours of operation
- Frequent interaction with a diverse population including team members, providers, patients, insurance companies and other members of the public

Physical Demands:

- Frequent sitting, writing, typing, grasping and speaking
- Occasional standing, walking, reaching, bending, stooping, lifting and carrying
- Lifting, carrying, pushing and pulling up to 50 pounds
- Frequent use of computer, keyboard, copy and fax machine and phone
- Occasional evening and weekend work and some travel

CHP has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the team member's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors, managers, directors or officers as deemed appropriate. This document does not represent a contract of employment, and CHP reserves the right to change this job description and/or assign tasks for the team member to perform, as CHP may deem appropriate.

Team Member Signature: _____

Date: _____

Revision Dates: 1/2025, 12/2025