



CHILTON CLUB FACILITIES MANAGER

The Chilton Club is a private social Club in the Back Bay of Boston. Founded in 1910 by ten prominent women from Boston and named after Mary Chilton who is believed to be the first woman to step off the Mayflower. With 850 members, a beautiful Clubhouse, thoughtfully appointed overnight sleeping rooms, private event spaces, and a beautiful dining room, the Chilton Club is rich in history and tradition.

CANDIDATE QUALIFICATIONS

THE SUCCESSFUL CANDIDATE:

Is an effective and passionate professional leader accustomed to providing high-level services with a personality that is commensurately appropriate to the Chilton Club.

Possesses general building and construction knowledge (interiors, exteriors) including general experience and knowledge of building codes and regulations.

Has the ability to consistently define and achieve goals and objectives.

Has prior engineering supervisory experience, preferably previous experience at a Club, Resort, or Hotel.

Has strong management skills with strengths in leadership, fiscal responsibility, and people skills.

Prior experience managing, mentoring, and developing a team that is proactive while retaining high performing staff who are well trained and respectful.

He or she teaches and mentors the staff but is also teachable. Understanding that he or she can learn from every team member both in their department and in other departments (front of house and back of house staff alike).

Has construction maintenance knowledge of mechanical, HVAC, plumbing, electrical, carpentry and finish skills, construction, drywall, floor maintenance, painting, and a strong background in preventive building maintenance systems (CMS).

Is familiar with fire suppression systems, kitchen equipment maintenance, and fundamentals.

Must be able to stay organized and work independently.

Has strong communications skills both written and oral. Welcomes feedback, constructive criticism, and suggestions from members and staff.

Works as a strategic and operational partner with the managers and staff of the Chilton Club to develop information sharing, good communication, superior internal and external customer relationships and high-performance teamwork to achieve club goals and objectives.

Has solid computer skills including but not limited to Microsoft Outlook, Word, and Excel. This position also requires additional technical skills.

CHILTON CLUB FACILITIES OPERATIONS

A 45,000 square-foot clubhouse which is comprised of two brownstones (one built in 1870 and another built in 1880) joined together to form our Clubhouse. We offer members and their guests dining and gathering spaces on multiple floors. The Chilton Club features a beautiful a la carte dining room, which was renovated in 2021, serves breakfast, lunch, and dinner. We boast 9 private dining rooms including a 1 ^{1/2} story ballroom currently under renovation, and 13 overnight guest rooms.

Recently completed a Building Envelope Survey and will be undertaking exterior projects in conjunction with contractors for a multi-million dollar Building Preservation and Restoration project.

Presently conducting a Facilities Condition Assessment to develop a plan to upgrade and maintain existing systems.

BASIC FUNCTION

The Facilities Manager is responsible for overseeing the Club's utilities, building, and grounds. He / She manages a facilities maintenance program to maintain the quality of the Club facilities. Oversees day-to-day operations of their department and personnel; directs service calls; repairs, alters and installs work according to developed or pre-set guidelines; troubleshoots malfunctions; and responds to service calls. Carry out, supervise, or coordinate all club repairs and general maintenance needed for equipment, furniture, masonry, building structure and utilities to maintain the Club in optimal condition and appearance. Oversees the Club grounds. Works closely with the General Manager, Building Preservation and Restoration Committee and the House and Decorating Committee to enforce guidelines.

JOB DESCRIPTION

The Facilities Manager reports directly to the General Manager. Together they oversee the Clubhouse, the grounds, construction, and maintenance projects (both interior and exterior), and collaborate on long term goals. The Facilities Manager aids in the carryout and development of related policies, procedures, and reporting. Oversees the regular maintenance and housekeeping of the building, overnight rooms, event spaces, and looks after our collections. Is an active and participatory partner on associated Club committees.

Facilities Job Tasks/Duties

- Collaborates with the General Manager and Controller on the annual budget for the repair and maintenance of the clubhouse and its grounds.
- Maintains and updates a five-year maintenance plan for the Club and its facilities as developed in conjunction with the General Manager and associated committees.
- Plans, implements, and administers energy management and preventive maintenance programs.
- Administers and directs all repairs and improvements. Procures bids and contracts required for all improvements.
- Supervises the purchasing of all goods and materials; initiates purchase requests for facilities maintenance supplies, equipment, parts, and services, as required.
- Maintains and monitors fire, phone, data, security, cable, and TV systems.
- Oversee and manage facility central services such as security, cleaning, maintenance, and waste disposal.
- Conducts and documents daily facility walkabouts and findings.
- Create a work order database and maintain daily.
- Maintains accurate maintenance and repair records of equipment.

- Collects maintenance requests from department heads and other staff.
- Effectively coaches and mentors employees; proactively supports employee involvement and development; counsels employees on performance standards.
- Responsible for maintaining a clean and safe working environment with continual emphasis on promoting health and safety. Assists in training colleagues in proper safety techniques.
- Ensures efficient scheduling of facility maintenance staff and monitors staffing levels.
- Hires, supervises, schedules, and trains clubhouse maintenance staff.
- Ensures that all building maintenance and repair activities are identified, scheduled, and completed.
- Responsible for the overall security of the clubhouse. Ensures the security system, is working properly, and that all windows, doors, and means of egress are in proper working order and can be secured. Review security footage, as necessary.
- Responds to facility and equipment alarms and system failures.
- Responsible for the overall condition of Club grounds.
- Coordinates the servicing and repairing of systems for lighting, heating, ventilating, fire, drainage, plumbing, electrical, painting, and related maintenance activities.
- Monitors all work done by outside contractors and communicates the status of each project to the General Manager.
- Maintains the clubhouse common areas and gardens.
- Oversees pest management in conjunction with Executive Chef.
- Ensures that all refuse is properly removed from the Club and common areas.
- Attends staff meetings and holds department meetings.
- Develops and implements a facility management program including preventative maintenance and life-cycle requirements.
- Ensures compliance with health and safety standards and industry codes.
- Supervises maintenance and repair of facilities and equipment.
- Assists in the overseeing of facility refurbishment and renovations.
- Implements best practice processes to increase efficiency.
- Maintains inventory of maintenance, repair, and related supplies.
- Issues supplies and equipment to employees.
- Obtains quotes from vendors and suppliers and when necessary, negotiate contracts to optimize delivery and cost savings.
- Calculates and compares costs for goods and services to maximize cost-effectiveness.
- Coordinates and monitors activities of contract suppliers.
- Manage and maintain contractor and vendor relationships.
- Review service contracts to ensure facility management needs are being met.
- Develop and maintain a resource management plan that outlines short-term and long-term requirements for repair and maintenance.
- Ensures Chilton Club quality standards and criteria are met.
- Checks completed work by contractors and vendors.
- Verifies payment request and invoicing match contract pricing.
- Monitors departmental budget and expenses.
- Regularly reports and reviews departmental-related budgets, finances, contracts, expenditures, and purchases.
- Develops and implements cost reduction initiatives.
- Advises on and monitors energy efficiency.
- Oversees environmental health and safety.
- Provide prompt response to requests and issues.
- Ensures the maintenance of Club equipment and systems.

- Assists with preparation of special functions, parties, etc., by setting tables and chairs and setting up display pieces.
- Performs other duties as assigned by the General Manager.

Housekeeping Job Tasks/Duties

- Collaborates with General Manager and Controller on the budgeting of guest room supplies, linens, and equipment.
- Monitors and tracks departmental expenses and budget.
- Maintains and updates a cleanliness and maintenance plan for all bedrooms, resting room, common areas, and restrooms.
- Plans, implements, and administers an energy management and preventive maintenance program.
- Implements best practice processes to increase efficiency.
- Ensures compliance with health and safety standards and industry codes.
- Attends to repairs and maintenance. Procures bids and contracts as needed.
- Supervises the purchasing of all goods and materials for overnight rooms as required.
- Obtains quotes from vendors and suppliers and compares costs for goods and services to maximize cost-effectiveness.
- Manages vendor relationships.
- Verifies invoice accuracy to match contract pricing.
- Seek, present, and implement cost reduction initiatives.
- Regularly report and review departmental budgets, finances, contracts, expenditures, and purchases.
- Inspects bedrooms daily for cleanliness, maintenance, and Chilton standards.
- Hires, supervises, trains, and schedules housekeeping staff.
- Effectively coaches and mentors employees; proactively supports employee involvement and development; counsels employees on performance standards.
- Issues supplies and equipment to employees.
- Ensures that means of egress and all fire escapes are in good working order.
- Maintains the cleanliness of all clubhouse common areas and rooms.
- Ensures that all refuse is properly removed from the Club.
- Attends staff meetings and holds department meetings.
- Maintains inventory of all bedroom linens (pillows, sheets, blankets, etc.), equipment, and cleaning related supplies.
- Effectively communicates with front desk regarding out of order rooms and maintenance.
- Coordinates with front desk to ensure the accuracy of all overnight room statuses.
- Ensures Chilton Club quality criteria is met to exceed member and guest expectations.
- Performs other duties as assigned by the General Manager.

Physical Demands and Work Environment:

- Required to stand for long periods and walk, climb stairs, climb ladders, balance, stoop, kneel, crouch, bend, stretch and twist or reach.
- Push, pull, or lift up to 50 pounds.
- Continuous repetitive motions.
- Work in hot, humid, cold, windy, and occasionally noisy environment.

EDUCATIONAL and OTHER REQUIREMENTS

- High School Diploma or equivalent, minimum
- 2- 4 year – Associates or bachelor's college degree, or journeyman's certification or relevant professional certification, a plus
- Systems Maintenance Technician (SMT) designation or equivalent, a plus
- Systems Maintenance Administrator (SMA) designation or equivalent, a plus
- Membership participation in professional associations is a plus

OTHER BENEFITS

- Salary is open and commensurate with qualifications and experience.
- The club offers a competitive benefits package including health & dental insurance, STD & LTD Insurance, 401K, paid holidays, vacation, professional development, and more.
- Parking
- Flexible schedule.
- The Chilton Club is open to the membership 11 months per year, and generally closed the month of August for annual maintenance.

APPLYING

Please send your resume and cover letter to c.bliss@chiltonclub.org.