



Facilities Manager

Now in its 46th year, Spoleto Festival USA is internationally recognized as America's premier performing arts festival. For 17 days and nights each spring, Spoleto Festival USA fills Charleston's historic theaters, churches, and outdoor spaces with performances in opera; theater; dance; and chamber, symphonic, choral, and jazz music. Spoleto's mission is to present programs of the highest artistic caliber while maintaining a dedication to young artists, a commitment to all forms of the performing arts, a passion for contemporary innovation, and an enthusiasm for providing unique performance opportunities for established artists. Beyond its role as a launching pad for young talent, Spoleto also serves as a catalyst for cultural change and has aided in Charleston's flourishing as a top arts and culture destination. The 2023 Season will take place from May 26 through June 11. Spoleto Festival USA is a 501 (c)(3) charitable organization.

Job Description

Spoleto Festival USA seeks a Facilities Manager to oversee daily upkeep and life-cycle planning of the physical plant, capital improvement, coordination of all facility maintenance and repairs, technical assets and equipment, security of property and persons, fire prevention, and emergency action plans. The Manager will provide onsite facility management for the following facilities: ¹Murray Center (Festival's offices, parking lots, and event rental space), ²Festival Hall (event rental venue), ³Festival Shop (houses five tenants and storage for the Festival), and ⁴Warehouse (organization and production storage). The Manager will support the management of repair and construction projects as needed. The Manager is expected to complete necessary tasks while providing world-class service to ensure all facilities and equipment are fully functional, safe, clean, and code-compliant for all employees, tenants, and visitors.

Position Type: Full-time, exempt, and benefit eligible

Hours: 40 hours per week; on call for emergencies, variable schedule, nights, weekends, and holidays to meet operational needs

Location: Charleston, SC (onsite)

Department: Operations

Reports to: Chief Operating Officer

Core Responsibilities

- **Emergency and Safety Management**
 - Champion a people first, safety always culture by integrating actionable, sustainable, and efficient safety processes into the organization.
 - Establish and maintain procedures and training for a safe facility environment for employees, tenants, and visitors to include plans for business continuity, disaster, evacuation, security, threats, and weather.
 - Ensure facilities are maintained to a high standard, including full compliance with codes/regulations, fire regulations, health, building and theatre safety requirements, industry standards, and occupancy loads.
 - Ensure security of the facility and maintenance of access control and security infrastructure.
 - Plan for and respond to emergency, weather, facility, and equipment situations and failures as required.
 - Collaborate with the local fire marshal, law enforcement, medical partners, security, and other emergency professionals.
- **Stakeholder Management**
 - Deliver the highest level of service delivery every day through exceeding everyone's expectations by paying attention to every detail of our facilities and services. Proactively evaluate stakeholder (contractor, employee, partner, tenant, vendor, etc.) experience strengths and pain points from all perspectives, to identify opportunities for new and/or improved experience delivery capabilities.
 - Manage the complete vendor contract process (origination, proposals, agreements, insurance, payments, close out) to ensure facility needs are being met with a strong delivery on contractual parameters.
 - Manage tenant contracts and relationships and ensure all lease provisions are satisfied. Respond promptly to and resolve tenant concerns and complaints.
 - Supervise and coordinate inspections and the work of contractors and vendors, including custodial, general building, mechanical and electrical, fire alarm systems, lawn care, life safety, elevator maintenance, pest control, security systems, theatrical systems, waste management, utilities, and any other maintenance requests, closely monitoring progress to ensure quality and completion of work.
 - Attend and participate in team and stakeholder meetings.
- **Facility Management**
 - Develop, implement, and maintain a life-cycle plan and preventative maintenance schedule that anticipates and incorporates future developments with facility infrastructure, equipment, finishes, landscaping, fixtures, theatrical systems, and décor.
 - Conduct and document regular equipment and facilities inspections and walk-thrus to ensure facility upkeep and continuous improvement. Coordinate maintenance, repair, refurbishment, and renovations of facilities and equipment to meet changing needs, requirements, and regulations.
 - Perform minor general maintenance and repairs and ensure completion of ongoing regular maintenance, such as changing HVAC filters and light bulbs; minor plumbing, electrical, and carpentry projects; minor emergency repairs, etc.

- Ensure all work performed is accomplished efficiently with a minimum amount of disruption and inconvenience.
- Maintain stock and inventory of cleaning and janitorial supplies as well any necessary equipment, parts, and supplies required for preventative maintenance.
- Inventory and monitor Furniture, Fixtures, and Equipment (FF&E) and makes recommendations on repairs, replacements, or upgrades. Manage deliveries and coordinate movement of assets.
- Manage building access control/permissions, parking credentials, and facility operating schedules.
- Maintain storage of all blueprints, architectural drawings, etc.
- Perform onsite technical assistance, as needed, to support venue rentals and Festival activity.
- Work with the team in facilitating required property insurance coverage and processing claims.
- Training
 - Train Operations Department staff on procedures and processes related to the Facilities Manager role to support your out of office and operational needs.
 - Cross train with event venue management staff to support out of office and operational needs.
 - Continual training and skill building on CPR and first aid, codes/regulations, fire regulations, health, building and theatre safety requirements, and occupancy loads.

General Requirements

- Must be a high school graduate; minimum 5 years experience in related field, e.g., building and facilities management/or facilities management, carpentry, technical theatre, or general contracting.
- You are highly organized, with a strong attention to detail, and keen to grow expertise within your role.
- You love exceeding goals, are always seeking to improve our facilities and practices, have a strong commitment to safety in the workplace, and genuinely care that the team and our stakeholders are winners because of it.
- Ability to work in a constant state of alertness and in a safe manner.
- Passionate about people and able to handle staff, tenant, and visitor challenges with a smile.
- Proven ability to work independently with little direction and changing priorities.
- Must be able to work on call for emergencies, a variable schedule, nights, weekends, and holidays to meet operational needs.
- Must possess and maintain a valid SC driver's license.
- Ability to pass and maintain a clear background check

Technical Requirements

- Sound knowledge of health, safety, and environmental regulations.
- Familiarity with theatrical and stage systems (audio, lighting, basic rigging, etc.)
- Knowledge and experience with commercial and industrial heating, air conditioning, mechanical, ventilation, plumbing, and electrical and fire systems. Ability to interpret facility, infrastructure, mechanical, and electrical blueprints, schematics, drawings, and specifications.
- Experience safely operating power tools, scissor-lifts, forklifts, tugs, and other loading/unloading equipment.
- Experience performing general repairs and maintenance.
- Experience with Microsoft Office, including Word, Outlook, Excel, Teams.

Working Conditions

- May require working in confined spaces, exposure to the elements, low light or no light environments, and loud noise.
- Physical requirements include stooping, kneeling, bending, standing, squatting/crouching, crawling/kneeling, pushing/pulling, ascending/descending (catwalks, ladders, and stairs), reaching above the shoulders, lifting of up to 50 lbs., and be capable of moving/pulling/pushing up to 100 lbs. with assistance if necessary.

Compensation

Spoletto Festival USA offers a competitive salary and benefits package for qualified candidates. The target salary range for this position is \$45,000-\$55,000. The salary offered will be commensurate with the selected candidate's experience and qualifications. Benefits include health, dental, vision, life insurance, short and long-term disability, vacation and sick leave, paid holidays, and a matching 401(k) plan.

To apply: Please send a ¹resume and ²cover letter Dexter Foxworth, Chief Operating Officer, at dfoxworth@spoletousa.org.

Spoletto Festival USA is an equal opportunity employer and committed to diversity in hiring. Equity is central to our culture, mission, and who we are as an arts organization. Spoletto Festival USA does not discriminate in employment on the basis of race, color, religion, sex (including pregnancy and gender identity), national origin, political affiliation, sexual orientation, marital status, disability, genetic information, age, membership, parental status, military status, or any other non-merit factor.