**Austin Region 4 Facility Operations Engineer**

Highly independent role is responsible for the overall condition and readiness of the NCUA Austin Facility with oversight and direction from the NCUA Facilities Manager. The ability to adapt to multiple environments and rapidly changing situations while maintaining professional and effective communication is critical to the success of this role. Supervise vendors, contractors and other service providers responsible for maintenance, repairs and projects at the building and equipment. Develop facility operations metrics and track utility historical consumption and cost. Maintain customized inventory and reports as required by the Facility Manager. Administer Corporate Services Service tickets, recurring maintenance tasks and Vendor Management programs. Ability to perform minor maintenance and service request that do not require the intervention of a licensed professional for performance of the functions; as filter and light bulb replacements and any type of mechanical, electrical, and plumbing minor repairs.

**Responsibilities**

* Work with the NCUA Facility Manager and the Site Manager to handle basic to moderate issues and problems.
* Ability to self-start, work independent of daily check-ins and maintain a high level of positive energy in all job functions.
* Perform routine organized inspections the property, equipment and services. Report conditions regularly and direct repair, maintenance and construction efforts with some supervision.
* Perform routine organized reviews of department and vendor provided services to ensure programs are successful, efficient and supporting business. Provide performance metrics and recommendations regularly and participate in evaluating, onboarding and off boarding vendors, contractors and service providers.
* Provide an outstanding member and facility experience and environment utilizing respectful communication skills and a customer-first approach.
* Ability to quickly and thoroughly inspect facility, infrastructure services and activities to identify and correct safety and security related situations.
* Provide local oversight of contractors and service providers performing work or construction at the site.
* Develop, create and document processes and programs based on industry standards and NCUA Facilities Manager guidance to establish standardized, achievable and measurable performance by vendors, contractors and service providers.
* Administer and review maintenance programs and contracts.
* Participate in preparation of bid documents; pre-bid meetings; review of bids; processing project documents.
* Participate in facilities operations budget process; submit budget recommendations based on critical needs to Facility Manager.
* Prioritize and accomplish assigned tasks independently and within established timeframes.
* Manages the Corporate Services Help Desk system, self-perform repair work when necessary and effective.
* Communicate with a wide variety of individuals both inside and outside the immediate organization to obtain information, share information, answer questions, provide briefings, and resolve problems.
* Provide after-hours response to critical facility-related situations for the property and assets.
* Performs minor maintenance and repair operations to the building and systems.
* Escort, process and grant access to facility related service providers and vendors.
* Other duties as assigned or required.

**Qualifications:**

* High School Diploma plus two years of vocational training or an associate’s degree is required.
* Two (2) – four (4) years of progressively responsible facilities management experience including maintenance, project coordination, and construction renovations is required.
* Proven superior interpersonal and communication skills.
* Demonstrate appropriate health and safety procedures and training.
* Demonstrate an advanced level of understanding of electrical, plumbing, construction and HVAC technical knowledge.
* Demonstrate ability to use Microsoft Office Suite and web-based control systems.
* Universal Refrigeration License preferred.