



<b>Job Title:</b>	Director, General Services & Facilities	<b>Reports To:</b>	Senior Vice President, New Business
<b>Job Tier:</b>	Choose an item.		
<b>Division:</b>	American Amicable	<b>Department:</b>	Choose an item.
<b>Location:</b>	Waco, Texas	<b>Sub Department:</b>	(Insert Sub Department)
<b>Position Type:</b>	Regular, Full Time	<b>FLSA Status:</b>	Exempt

**Job Description**

**POSITION SUMMARY**

Manage all printing, graphics, purchasing, supply, and mailing services for the company and oversee the Building Security, Housekeeping, and Maintenance function. This role is responsible for the management of team members in each of these functions.

**ESSENTIAL DUTIES**

- Develop, implement, communicate, and maintain policies, practices, and procedures for General Services, Building and Security departments.
- Create and implement process improvements and change management strategies to optimize department services, technologies, tools, and processes.
- Manage department staff: select, train, develop, evaluate, supervise, and take corrective action, as required
- Manage purchasing activities for the entire company.
- Manage all graphic and printing services for the company, including coordination with marketing.
- Manage all mailing activities, including incoming, outgoing, and internal routing.
- Prepare and monitor budget for General Services Department, Building Security and Maintenance.
- Manage vendor relationships for graphic arts, printing, supply, and purchasing.
- Provide oversight of housekeeping function to ensure protocols and standards of cleanliness are met.
- Manage copier and fax machine resources in home office.
- Conduct Company business in accordance with all applicable laws, regulations, and contractual obligations.

**EDUCATION, WORK EXPERIENCE AND TRAINING REQUIREMENTS**

- Bachelor's Degree in Business Administration or other relevant field of study.
- Extensive experience in lithography (reproduction of printed materials).
- Experienced in purchasing of goods and services.
- At least 5 years' experience in the graphics industry.
- Experience managing staff.
- Experience/understanding of building maintenance, security, and safety protocols a plus.

**KNOWLEDGE, SKILL AND ABILITY REQUIREMENTS**

- Strong change management & process improvement skills.

- Strong leadership and mentoring skills.
- Ability to collaborate effectively.
- Ability to train others and provide encouraging and constructive feedback.
- Strong computer/MS Office skills; ability to learn other software systems quickly.
- Ability to quickly learn.
- Strong attention to detail.
- Strong written and verbal communication skills.
- Solid research and problem-solving skills.
- Ability to perform under pressure and manage multiple projects.
- Ability to analyze and think critically.
- Ability to keep work well organized and prioritize well.
- Ability to receive direction and work with supervisors well.
- Ability to work independently as well as function effectively as a team player.
- Ability to adapt well to change, both procedural and organizational.
- A positive, learning-oriented attitude.

#### **WORKING CONDITION, PHYSICAL AND MENTAL REQUIREMENTS**

At iA American, we support and celebrate diversity. We strive to provide a workplace that is recognized as inclusive for all, regardless of ethnic origin, nationality, language, religious beliefs, gender, sexual orientation, age, marital status, family situation, or physical or mental disability.

The incumbent must be able to perform the essential functions of the position satisfactorily and, if requested, reasonable accommodations will be made in compliance with ADA and EEO regulations to enable employees with disabilities to perform the essential functions of their job, absent undue hardship.

#### **IMPORTANT NOTE**

This job description reflects a summary of the job and does not prescribe or restrict the responsibilities that may be assigned. This job description is subject to change at any time.