

FACILITIES MANAGER



WEST SIDE MARKET
CLEVELAND PUBLIC MARKET CORPORATION

Cleveland Public Market Corporation

Under the direction of a committed Board of Directors, the tax-exempt, nonprofit Cleveland Public Market Corporation (“CPMC”) is striving to make West Side Market the nation’s premier public market by meeting the evolving needs of merchants, customers, and the community. CPMC’s **mission** is to preserve the city’s public market tradition while making the local food system more accessible, equitable, and diverse.

Following national best practices among the nation’s large urban markets, Cleveland Mayor Justin Bibb and his administration initiated the effort to transition day-to-day operations of West Side Market from city management to CPMC. While the City maintains ownership of the land and buildings, CPMC took over operation of West Side Market in April 2024. A masterplan, developed by the City and a diverse Advisory Committee, is guiding the new organization as it makes physical and operational changes that diversify income, support the Market’s merchants, and improve the customer experience.

Facilities Manager

The Facilities Manager, who reports to the Director of Operations and Facilities, plays a crucial role in ensuring that facilities, equipment, and machinery operate efficiently and safely. This individual is responsible for assessing and performing repairs to the Market and ensure the smooth functioning and good repair of the Market’s building systems, including electrical, plumbing, mechanical, refrigeration, and life safety systems.

The Facilities Manager will help implement the West Side Market masterplan and fulfill CPMC’s mission of striving to make West Side Market the nation’s premier public market by meeting the evolving needs of merchants, customers, and the community

Major Duties and Responsibilities

As part of a new and evolving organization, all staff members are expected to exhibit flexibility and willingness to address issues as they arise, helping to ensure that West Side Market has the management capacity needed to drive success. The following list anticipates the major duties and responsibilities for this position:

1. Repairs and Maintenance:
 - a. Respond to work orders created by merchants or staff and ensure that issues are addressed promptly and effectively.
 - b. Troubleshoot and conduct routine and emergency inspections and repairs to equipment, fixtures and building systems such as electrical outlets, sinks, toilets, refrigerators, and windows.
 - c. Conduct preventive and predictive maintenance programs to enhance equipment reliability and lifespan.
 - d. Work closely with merchants, contractors, and others to coordinate maintenance activities.
2. Safety Compliance: Ensure that all maintenance activities comply with safety regulations and standards.

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3. **Inventory Management:** Manage inventory of maintenance supplies and spare parts, ensuring that necessary materials are available when needed while avoiding excess stock.
4. **Record Keeping:** Maintain accurate digital records of maintenance activities, repairs, and inspections. Utilize maintenance management software to track performance metrics.
5. **Budget tracking:** Monitor expenses, ensuring that costs remain within the allocated annual budget.
6. **Emergency Response:** Implement contingency plans for emergency situations, ensuring quick response to equipment failures or facility issues.
7. **Continuous Improvement:** In partnership with the Assistant Director of Operations, identify opportunities for process improvements and implement best practices to enhance maintenance efficiency and effectiveness.
8. **Facility Management:** Collaborate with the Operations & Facilities team to ensure the building is operating smoothly.
 - a. Ensure that all building systems (Glycol, plumbing, electrical, etc.) are functioning properly.
 - b. Support efforts around groundskeeping, security, moveouts and other operational goals.

As part of the team working for the newly formed nonprofit corporation that is now managing West Side Market, the Facilities Manager will have a unique and exciting opportunity to set the stage for the Market's next chapter and help bring it to its full potential. The Facilities Manager will have the opportunity to contribute to the crafting and execution of the vision for West Side Market as its revitalization moves forward.

Compensation

The Facilities Manager is expected to earn a salary in the \$60,000 to \$65,000 range. Compensation will be commensurate with the candidate's experience and knowledge. In addition, the candidate will receive CPMC's standard benefits for full time employees, expected to include medical, dental, retirement, and relevant and related work reimbursements, paid holidays, and other paid time off.

Location

The position is located at CPMC's offices in West Side Market, 1979 W. 25th Street, Cleveland, OH 44113. This is an in-person role. The candidate is expected to support programs and activities within the Market that require advance preparation of spaces within the facility or day-of set up.

Candidates must be consistently available and willing to work in-person on weekends. The position requires regular in-person work on Saturday and/or Sunday at West Side Market. Staff will be expected to work together to achieve fair scheduling that balances employee needs with the Market's needs to be staffed on weekends to provide excellent support to vendors and customers.

Reporting Relationships

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The Facilities Manager reports to the Director of Operations and Facilities and works closely with the Operations team to ensure the success of the Market.

The Candidate

Education

A high school diploma or equivalent degree is required, although an associate degree or higher in a relevant field and other professional certifications are valued. Lived, learned, and previous relevant experience will be given equal consideration.

Professional qualifications

The ideal candidate will have experience with building systems in historic properties, ideally prior experience in a food environment. In addition, the ideal candidate will possess the following:

- A minimum of five (5) years' experience in relevant positions.
- Deep working knowledge of maintenance techniques and equipment including the ability to perform basic repairs to building fixtures and equipment (ex. electrical outlets, sinks, toilets, refrigerators, windows, etc.)
- Willingness to obtain certificates or complete coursework in relevant building trades.
- Self-starter with a passion for maintaining historic structures for the public benefit.
- Experience working with and overseeing contractors.
- Proficiency in maintenance management software and standard office software.
- Working knowledge of architectural, electrical, and mechanical systems.
- Experience working and thriving in a diverse urban community.
- Willing to work some non-traditional hours, including evenings and weekends.
- Physical capacity to move throughout the Market and lift items up to 50 pounds.

Desired Traits

- **Organized:** Able to manage multiple high-priority tasks simultaneously.
- **Problem Solver:** Demonstrates excellent mediation skills and decision-making abilities; seeks to understand the "why" and the "how". Solutions oriented.
- **Self-Starter:** Proactively sets goals and develops strategies and schedules for meeting those goals; self-motivating even in the face of challenge.
- **Mission driven:** Authentically able to embrace CPMC's mission, vision, and values.

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- **Collaborative:** Demonstrates ability to collaborate with community partners, funders, coworkers, small businesses, and a board or oversight committee.
- **Inclusive:** Commitment to creating a diverse and inclusive work environment; demonstrated ability to relate to and work effectively with persons of diverse racial, ethnic, gender, sexual preference or orientation, religious and socioeconomic backgrounds.
- **Interpersonal Skills:** Demonstrates skill in the development and maintenance of effective working relationships with all levels of executive and managerial personnel, merchants, various governmental agencies, and other key stakeholders.
- **Emotional intelligence:** Copes well with conflict, stress, and crisis situations; uses and manages own emotions in positive ways to drive for success.
- **Integrity:** Possesses the highest ethical and moral standards. CPMC firmly supports the principle and philosophy of equal opportunity for all individuals, regardless of race, religion, sex, age, national origin, or disability.

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About CPMC, West Side Market, and Cleveland

CPMC's Core Values

All staff are expected to adhere to CPMC's core values:

Diversity – Welcome and serve businesses, residents, and visitors with diverse lived experiences and perspectives.

Opportunity – Create the conditions for thriving, independent, and diverse local businesses that offer good jobs in the community.

Authenticity – Preserve the unique historic characteristics that make West Side Market a cherished institution.

Food access and education – Improve the community's access to and knowledge about high-quality, interesting, creative, affordable, and healthy food.

Sustainability – Center environmental impact in decision-making.

Community engagement – Promote diverse and representative leadership that values input by stakeholders.

Community building – Create spaces and programs that build community connections.

Fiscal responsibility – Make sound financial decisions to achieve self-sufficient operations.

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Professionalism – Operate to the highest standards of integrity, creativity, and competence.

West Side Market

Cleveland's West Side Market is one of the greatest public markets in America and a beloved destination for residents and visitors alike. Located in Cleveland's vibrant Ohio City neighborhood at the corner of Lorain Avenue and W. 25th Street, West Side Market opened its doors in November 1912.

Serving as both a functional space and architectural marvel, the Market has undergone expansions and renovations throughout its more than 110-year history. Today, the Market Hall, Arcades, and outdoor public spaces comprise more than 85,500 square feet of vendor and gathering areas.

Over 60 dedicated vendors are at the heart of West Side Market, predominately small family businesses with many operating stalls over multiple generations, several dating to 1912.

The Market has maintained its focus on fresh meat, produce, and seafood over the decades and offers a diverse selection of baked goods and other specialty foods. The Market is recently experiencing some vacancies, providing the opportunity to expand the product mix and diversify the population of businesses so it better reflects the racial and ethnic composition of the community. The masterplan offers guidance about marketing, vendor recruitment, physical upgrades, and operational improvements.

Contact

Interested candidates should send a cover letter and resume to the Hiring Committee at cpmc@westsidemarket.org.