

Facilities & Operations job family serves to ensure the cleanliness, maintenance, and operation of campus facilities and grounds. Functions encompass custodial, grounds, and maintenance services, including oversight and programmatic administration. LEVEL PROGRESSION ASSUMES INCLUSION OF RESPONSIBILITIES AT LOWER LEVELS.

	Management I	Management II	Management III	Management IV	Management V
<b>Accountabilities</b>	<p><b>PEOPLE</b> Supervises and coordinates entry level staff work activities. Schedules staff and reviews workload.</p> <p>Hires, trains, and evaluates the performance of employees. Seeks guidance in handling more difficult employee relations issues.</p> <p>Maintains a productive, customer service oriented, and healthy work environment.</p> <p>Communicates directly with customers to ensure their needs are understood and met with the highest quality and efficiency.</p> <p><b>OPERATIONS</b> Collects, maintains, and processes information such as timecards, vacation requests, work, and supply orders.</p> <p>Ensures proper operation and maintenance of all equipment and establishes and monitors safety standards.</p> <p><b>BUDGET</b> Maintains inventories and purchases supplies.</p> <p>Maintains records of expenditures as they relate to budget in order to operate within the annual allocation of funds.</p>	<p><b>PEOPLE</b> Manages staff work plans. Performs inspections of work and worksites. Determines staffing plan and work schedules.</p> <p>Handles employee relations/labor relations issues.</p> <p>Develops and maintains positive relationships with internal and external customers and designated vendors.</p> <p><b>OPERATIONS</b> Plans, schedules, and delineates work orders to the appropriate department or shop. Inspects remodeling in regards to area of expertise to ensure compliance with specifications.</p> <p>Develops, modifies, coordinates, or manages preventative maintenance programs. Inspects facilities and views complaints and requests to determine needed maintenance work. Identifies critical issues that could interrupt normal functions or create emergency conditions in the future.</p> <p>Provides technical leadership to projects and in the resolution of complex system and/or process issues. Assists in the development of proposals for expanding and improving specialized systems or facilities.</p> <p><b>BUDGET</b> Approves expenditures within assigned budget.</p>	<p><b>PEOPLE</b> Manages, delegates, and prioritizes unit work plan.</p> <p>Responsible for establishing and cultivating a work culture that is customer service oriented, productive, healthy, and valuing of diversity. Works with the union to maintain and improve operations and working relationships.</p> <p>Develops and maintains positive relationships with trade or industry organizations.</p> <p><b>OPERATIONS</b> Manages projects and prioritizes work to ensure project goals and deadlines are met. Develops, reviews, and oversees service agreements including deadlines, resources, and costs.</p> <p>Develops standards and procedures. Ensures proper and effective use of technology.</p> <p>Keeps abreast of changes in guidelines, laws, and regulations related to area of responsibility and ensures compliance with federal, state, and local laws and regulations as well as University policies.</p> <p><b>BUDGET</b> Assists with the development of budget or may develop budget for unit. Reviews and monitors budget.</p>	<p><b>PEOPLE</b> Determines and aligns staff work plans and goals with the overall strategies established for the planning unit.</p> <p>Provides oversight of staff, which includes managers. Manages union relationships to maintain and improve operations by proactively identifying problems, building rapport and collaboration.</p> <p><b>OPERATIONS</b> Provides oversight on projects and workflow to ensure project and department goals and deadlines are met.</p> <p>Leads the evaluation of department services. Monitors department metrics.</p> <p>Establishes and fosters partnerships with key stakeholders across the University to ensure compliance and operational excellence.</p> <p>Identifies and implements changes to University policies to ensure compliance with federal, state, and local laws and regulations as well as University policies.</p> <p><b>BUDGET</b> Forecasts, develops, and manages departmental business plans and budget.</p>	<p><b>PEOPLE</b> Oversees department work plans to align with overall University strategy and planning unit objectives.</p> <p>Provides oversight of staff, which includes managers and directors. Influences and helps develop labor relations strategy.</p> <p><b>OPERATIONS</b> Oversees and ensures appropriate implementation, operation, evaluation, and adjustment to processes within the department to ensure that quality and customer service standards are achieved.</p> <p>Represent the unit with regulatory agencies.</p> <p>Coordinates department activities with leaders of other departments within the University.</p> <p><b>BUDGET</b> Develops, approves, and gains support for department business plans and budget.</p> <p>Directs fiscal management of department.</p>

	Management I	Management II	Management III	Management IV	Management V
<b>Requirements</b>	<p>Knowledge and expertise in custodial or related services and leadership and administrative skills typically obtained through an Associate's degree and 2 or more years of experience including lead and/or supervisory experience. An equivalent combination of education, training, and experience is acceptable in lieu of the minimum education requirements.</p>	<p>Knowledge and expertise in concepts, principles, and practices of maintenance and facilities services typically obtained through an Associate's degree in facilities management, maintenance, or related technical field and 3 or more years of experience in facilities including supervisory experience. An equivalent combination of education, training, and experience is acceptable in lieu of the minimum education requirements.</p>	<p>Knowledge and expertise in concepts, principles, and practices of facilities and/or construction management as well as strong project and people management skills typically obtained by a Bachelor's degree in construction management, engineering, or related field and 4 to 6 years of experience within facilities and/or construction including significant management experience. An equivalent combination of education, training, and experience is acceptable in lieu of the minimum education requirements.</p>	<p>Seasoned knowledge and expertise in theories, concepts, and principles of management as well as facilities, engineering, and/or construction typically obtained by a Master's degree in construction management, engineering, business management or related I field and 6 to 8 years of professional experience within facilities and/or construction including experience managing a team of professional employees. An equivalent combination of education, training, and experience is acceptable in lieu of the minimum education requirements.</p>	<p>Expert knowledge and expertise in theories, concepts, and principles of facilities management, engineering, and/or construction management and broad operational management skills typically obtained by a Master's degree in construction management, engineering, business management or related field and 8 years of professional experience within facilities operations. This will include significant experience in managing financial and human resources as well as experience developing, gaining support for and executing short- and long-term strategic plans. An equivalent combination of education, training, and experience is acceptable in lieu of the minimum education requirements.</p>