UNIVERSITY OF RHODE ISLAND
Position Description

TITLE: Coordinator, Facilities Services

DIVISION: Business and Finance

REPORTS TO: Director, Facilities Services

GRADE: 7

SUPERVISES: Clerical support staff, supervisory personnel

BASIC FUNCTION:

Assist the Director of Facilities Services with the planning, organizing, managing and controlling of the daily administrative and operational business of the University’s Facilities Services Department. Reporting to the Director, carry out administrative duties necessary for the proper functioning of the Department. Manage the operations of the Facilities Services’ Work Control Center. Develop and manage a customer service program for all Facilities Services units. Develop and manage a Facilities Services in-house training program to meet the technical and administrative needs of the Facilities Services’ workforce.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Research information and recommendations relating to specific policies, activities or problems. Determine and formulate necessary procedures; solve problems of a diverse nature and perform work in areas where there are no administrative guides. Make decisions based on a wide body of knowledge in addition to an intimate knowledge of standard operating procedures.

Coordinate the personnel administration functions of the Facilities Services Department, including, but not limited to, processing and tracking paperwork for new hires, transfers, leave requests, terminations, and the associated record keeping.

Develop and manage a customer services program that gathers customer data regarding the quality and responsiveness of Facilities Services’ work. Establish a standard to analyze information and provide feedback for work improvement.

Manage the Facilities Services Work Control Center, supervising the work of the Work Control Center Supervisor, including the processing of work orders for Facilities Services’ units, the day-to-day operation of the Center, the computerized maintenance management system (CMMS) and customer service program.
Manage the administrative functions of the Director’s Office, including office procurement and the development and management of the Department’s budget.

Serve as Fleet Administration manager, representing the University as a State Agency as required by RIGL and the Rules and Regulations governing the Office of State Fleet Operations. In this capacity, manage and administer all aspects of the University’s State Vehicle Program. Collaborate with the University’s Auto Shop to ensure laws, rules, regulations and administrative requirements are achieved by the University. Review and approve specifications for purchase of University vehicles.

Develop and facilitate the Facilities Services Department in-house training program in collaboration with the appropriate parties to include workshops and/or seminars, both on- and off-campus. Consulting with the Facilities Services management staff and departmental supervisors, identify needs and serve as the principal training resource person in the Facilities Services Department. Analyze and recommend training budget requirements and related costs.

Manage the Facilities Services Website.

Supervise clerical and other support staff; oversee the preparation and processing of both routine and important/complex correspondence.

Handle information of a sensitive and confidential nature. Interface frequently with the Office of Human Resource Administration.

Research and compile information and make recommendations required for use in impact statements, analyses, presentations, meetings and decision-making.

Draft documents and correspondence for the Director, Facilities Services.

**OTHER DUTIES AND RESPONSIBILITIES:**

Communicate and interface frequently with campus faculty and staff, governmental agencies, professional organizations and outside agencies.

Collaborate with the President’s Office, Commencement Chair and Co-Chair to insure Facilities Services’ support requirements for Commencement are met.

Oversee the management of the Director’s calendar to insure efficient use of available time, to resolve scheduling conflicts, and to provide all necessary background material for scheduled meetings and events.

Serve as facilitator for incoming requests, such as coordinating with administrators, faculty, staff and the external community.

Solicit time slips from the Facilities Services Department’s senior managers, verify the time worked and the leave accruals prior to obtaining the Director’s signature. Solicit and screen leave requests and maintain leave schedules for all senior managers.
OTHER DUTIES AND RESPONSIBILITIES (cont’d):

May serve as the Director’s representative as required.

Perform related duties as assigned by the Director.

LICENSES, TOOLS AND EQUIPMENT:

Personal computers, printers; Microsoft Office Suite (Word, Excel, Access, PowerPoint, Outlook), Microsoft Frontpage, Microsoft Publisher, Visio, Facility Center (CMMS)

ENVIRONMENTAL CONDITIONS:

This position is not substantially exposed to adverse environmental conditions.

QUALIFICATIONS:

Associate’s degree required; bachelor’s degree preferred. At least three years of experience in a complex administrative position, preferably in an educational and/or facilities and operations setting, with responsibility for procedural development and clerical staff supervision required. The following are required: demonstrated proficiency in computing, including word processing, database management and spreadsheet software; ability to learn new computer software and programs; excellent writing and interpersonal skills; strong mathematical, analytical and problem-solving skills; the ability to communicate effectively orally and in writing, and to organize, coordinate and supervise support staff; demonstrated ability to coordinate complex management tasks; ability to interpret institutional policies, plans, objectives, rules and regulations, and to communicate the interpretation to others. Experience with graphic arts and chart software preferred.

ALL REQUIREMENTS ARE SUBJECT TO POSSIBLE MODIFICATION TO REASONABLY ACCOMMODATE INDIVIDUALS WITH DISABILITIES.