

Job Code:101746
Position #: (NUNC)(E)
Developed by:.... TC
Reviewed by:.... DLJ
Approved by:.... LK
Date:... 07/2024

THE UNIVERSITY OF RHODE ISLAND
Position Description

TITLE: Associate Director, Housing and Residential Life (HRL) Facilities
DIVISION: Student Affairs (Housing and Residential Life)
REPORTS TO: Assistant Vice President of Housing & Residential Life & Student Development
GRADE: 14
SUPERVISES: Professional, maintenance/custodial, and clerical staff

BASIC FUNCTION:

Assist the Assistant Vice President of Housing and Residential Life in overseeing the maintenance and cleaning of the residence hall and supervising the total HRL Facilities staff. Responsibilities include developing and implementing maintenance and custodial schedules, coordinating with vendors for repairs, and ensuring compliance with safety regulations. Work closely with other university departments to support housing needs and improvements.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Directly supervise at least three staff members and indirectly support a team of over 60 individuals in the daily execution of the Housing and Residential Life facilities operations.

Develop, oversee, and maintain customer service operations focused on quality control, engagement, and follow-up for all matters related to HRL Facilities.

Be on a twenty-four-hour on-call basis to respond to emergencies, crises, and problems in the department's residence halls.

Serve as liaison with the URI Facilities Operations, including day-to-day operations, preventative maintenance, emergencies, motor pool, warehouse services, and capital projects. Responsible for ensuring work orders are responded to promptly.

Ensure the quality of custodial services meets the established standards by inspecting the work of custodial personnel and directing corrective measures to be taken when necessary to meet these standards.

May supervise the duties and responsibilities of facilities student staff.

As required, working collaboratively with internal and external vendors to manage departmental contracts, including pest control, waste management, and other operations. Assist in creating RFPs for HRL concerning facilities and custodial services.

Assess HRL facilities to determine the need for repair, preventative maintenance, renovation, and remodeling projects through thoughtful planning. Identify lifecycles of project specification to integrate the lifecycle into the long-term project plan.

Contribute to the preparation and administration of the facilities, operation, budget, and monitoring expenditures of funds under established procedures.

Assist with developing the departmental equipment and project list every quarter.

Develop a comprehensive concept and scope state, which includes the capital project requirement, budget estimate, and required accomplishments to land projects on time and on budget. Assist in monitoring the progress of projects and communicate discrepancies to the assigned project manager.

Assist in planning, design, scheduling, cost estimating, and other associated requirements for design and construction for all HRL-specific projects. Assist in developing and managing maintenance projects to prepare for the fall semester.

Coordinate and implement the annual space condition reporting for all resident's hall rooms, apartments, and shared spaces. Ensure HRL is compliant with all university requirements concerning inventory control.

Perform human resource functions within the facilities and custodial teams. Establish and maintain a personnel system that enhances and develops direct reports in staff recruitment, training, and retention. Oversee the training, development, and management of all team members to ensure proper execution, connection to institutional standards, and opportunities for advancement.

Meet with individuals or groups of students and parents to hear and facilitate personal concerns, adjustments, and complaints.

Maintain relationships with other campus offices such as Fac. Opts, OCP, Small Projects, Public Safety, and Risk/Insurance to ensure students benefit from HRL services.

OTHER DUTIES AND RESPONSIBILITIES:

Perform other specific responsibilities as directed.

LICENSES, TOOLS, AND EQUIPMENT:

Personal computers, printers, word processing, spreadsheet, database management; Microsoft Suite

ENVIRONMENTAL CONDITIONS:

This position is not substantially exposed to adverse environmental conditions. This position does require walking and visiting the many residence hall spaces often.

QUALIFICATIONS:

REQUIRED: Bachelor's degree; Minimum six years of full-time professional experience in higher education, facilities, and/or operations; Demonstrated management experience in higher education, facilities, and/or operations; Demonstrated supervisory experience; Demonstrated strong interpersonal and verbal communication skills; Demonstrated proficiency with written communication skills; and Demonstrated ability to work with diverse groups/populations.

PREFERRED: Master's degree; Demonstrated experience working in Higher Education; Demonstrated experience with training and evaluation procedures; Demonstrated experience working in a union environment and management of custodial services; and Demonstrated facilities and project management experience.

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