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Position #: (NUNC).....
Developed by.....SG
Reviewed by.....SG, LK
Approved by.....LK, AMC
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**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. Carry out administrative duties necessary for the proper functioning of the Department. Manage the operations of the Facilities Services' Work Control Center and assigned personnel. Develop and manage a customer service program for all Facilities Services departments. Develop and manage a Facilities Services in-house training program to meet the technical and administrative needs of the Facilities Services' workforce.

Assist the Director of Facilities Services with oversight to the planning, execution, and after-action report processes of Commencement. Serve as the Point of Contact for the Commencement Committee Chair (Director of Public Programming and Special Events) to coordinate the activities, procedures, and communications of Facilities Services Departments necessary to accomplish the logistical and maintenance functions for Commencement.

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 Control Center Supervisor, including the processing of work orders for Facilities Services' departments, the day-to-day operation of the Center, the computerized maintenance management system (CMMS) and the customer service program.

Manage the administrative functions of the Director's Office, including office procurement and the development and management of the office budget.

Serve as State 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 all administrative 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. In this capacity, act as the University's Federal Surplus vehicle acquisition program coordinator. The program requires special access to the restricted Federal Surplus database, and clearances provided by Rhode Island State Fleet Administration; and all federal vehicle acquisitions must be coordinated through that office.

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 content of the Facilities Services Website. Keep the site information up to date and make changes to insure accuracy of the information provided.

Supervise clerical and other assigned 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.

Provide direction to the Facilities Staff as necessary in the coordination and implementation of graduation ceremonies.

Review and approve contracts created by Facilities Services that support commencement (folding chairs, fencing, etc.) and insure the contracts meet the needs of the Commencement Committee.

Serve as the campus liaison for Facilities Services and provide guidance to other departments on Facilities Services capabilities. Ensure logistical requirements are met and venues are in compliance with URI commencement plans. Coordinate and direct URI staff from other departments that are assigned duties in support of commencement.

Develop a proactive and customer service relationship with the university community based on delivering accurate and timely information and support, while enforcing timelines and adhering to university policies and procedures.

Coordinate venues and activity areas on campus with the State Fire Marshall and other agencies or departments and the committee to help create and implement systems to insure compliance with State and local fire codes.

Coordinate with Public Safety to insure the contract and commencement plans in support of security, transportation and parking for the overall commencement mission meet the requirements.

OTHER DUTIES AND RESPONSIBILITIES:

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

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.

LICENSES, TOOLS AND EQUIPMENT:

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

ENVIRONMENTAL CONDITIONS:

This position is not substantially exposed to adverse environmental conditions.

QUALIFICATIONS:

Associate degree required; 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; ability to work with and/or provide direction to contractors/vendors; 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.