

Job Code:.....101370
Position #: (NUNC)... (E)
Developed by:.... SG
Reviewed by: AR, KC,
Approved by:.... AMC, LK
Date:5/87,92,1/98,4/01,5/19

UNIVERSITY OF RHODE ISLAND

Position Description

TITLE: Director, Facilities Operations
DIVISION: Administration and Finance
REPORTS TO: Assistant Vice President for Facilities
GRADE: 18
SUPERVISES: Facilities, utilities, maintenance and repair, landscape and grounds, custodial, and other assigned personnel while overseeing facilities-related contractual services commitments.

BASIC FUNCTION:

Manage the operation, maintenance and repair, cleaning, and upkeep of University facilities, grounds, major utility systems, heating plant, planning, repair of existing academic, administrative, athletic and auxiliary enterprise facilities on 4 campuses, recycling and solid waste management, automobile fleet, and the equipment and personnel necessary to support these responsibilities. Operate a Facilities Operations unit focused on customer service. Originate and implement policies, procedures, and standards for the maintenance and improvement of the University's physical plant and related services with an emphasis on customer service and proactive communication with Facilities Operations' customers.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Serve as a leader and role model for Facilities Operations, inculcating a service orientation and strong work ethic.

Manage custodial services, maintenance and repair, and lands and grounds projects for Kingston campus academic, administrative, and athletic operations. May oversee maintenance activities and trades work of the auxiliaries and enterprises operating in Kingston as well as those activities at the Narragansett Bay, Providence, and W. Alton Jones campuses as agreed upon.

Continually improve service delivery processes to enhance customer experience while reducing delivery/completion time.

Lead in developing, implementing, evaluating and improving processes and

procedures to monitor the effectiveness, efficiency and productivity of facility operations, capturing and analyzing operations data, including customer satisfaction indicators, for process and service improvement.

Support the Assistant Vice President for Facilities in the continuing development and ongoing implementation of the Campus Master Plan for facilities, parking, circulation, and landscaping as well as the Capital Maintenance Plan for all facilities. Assist auxiliaries in the preparation and implementation of their Capital Maintenance Plans.

Perform the administrative and human resource management functions relative to the staff supervised. Establish guidelines and performance expectations for staff members, which are clearly communicated. Observe worker's performance; demonstrate and conduct work performance critiques. Provide informal feedback and periodically evaluates employee performance. Resolve informal complaints and grievances. Develop work improvement plans, recommending personnel actions as necessary. Manage disciplinary actions within the authority delegated.

Establish and maintain a comprehensive training program focused on professional and technical development, as well as credentialing and improved customer service delivery, for Facilities Operations staff.

Forge and maintain relationships and communications with leaders across all units of the University.

Provide oversight for and work with contractors involved in the contractual servicing of fixed equipment, components, and systems in campus facilities to ensure a high level of performance.

Project and manage the University's utilities consumption, generation, and recycling budget (electrical, fuels, recycling/solid waste, sewer, water) and evaluate and configure University utilities for maximum sustainability, performance, and efficiency (for both contracted and self-operated services).

Provide feedback to the Offices of Planning and Real Estate Development and Capital Projects regarding operational implications of design (including value engineering) for new campus projects.

Participate in the development and execution of the University Asset Protection plan and associated funding.

Formulate, present, and manage the Facilities Operations annual budget.

Oversee Facilities Operations inventory/stores operations, managing material resources to streamline inventories and prevent waste.

OTHER DUTIES AND RESPONSIBILITIES:

Coordinate with the Office of Safety and Risk Management to ensure safe working and operational practices, appropriate handling of potentially hazardous materials, and all applicable code and regulatory requirements.

Interact with State and Federal agencies and municipalities relating to planning and programs involving operational compliance and other issues.

Conduct periodic evaluation reviews of the effectiveness and efficiency of

all units under the Director's supervision and submit reports regarding these reviews to the Assistant Vice President for Facilities.

Perform other duties as required.

LICENSES, TOOLS AND EQUIPMENT:

Valid driver's license.

ENVIRONMENTAL CONDITIONS:

This position is subject to both inside and outside work; extreme cold and hot temperatures can be encountered in this position. The potential exists for situations where noise, vibration, hazards, atmospheric conditions, oils, and the need to wear a respirator might also be encountered. This position requires 24-hour call back in cases of emergency and supervisory presence, when required, on all shifts.

QUALIFICATIONS:

REQUIRED: Bachelor of Science degree in business, engineering or related field or equivalent; Minimum of ten years of progressively responsible experience in the maintenance and management of major facilities and campus' with complex administrative systems; Demonstrated leadership skills and ability to act as a change agent; Demonstrated strong interpersonal and verbal communication skills; Demonstrated proficiency in written communication skills; Demonstrated experience with the preparation and delivery of oral and written presentations, studies, and reports for diverse audiences; Demonstrated experience with facilities management software implementation and use; Demonstrated experience in the use of data and producing analysis to identify process and service improvement opportunities; Demonstrated commitment to providing quality customer service; and, Demonstrated ability to work with diverse groups/populations. Must have valid driver's license.

PREFERRED: Master's degree in business, engineering or related field; IFMA Certified Facility Manager (CFM); Demonstrated experience with facilities management in a research university; Fundamentals of Engineering/Engineer in Training or Professional Engineer (FE/EIT or PE) Credentials; Demonstrated experience working with collective bargaining units; and, Demonstrated utility management experience.

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