

## DRAFT – March 15, 2018

### FACILITIES SERVICES JOB FAMILY – FACILITIES SERVICES MANAGEMENT

**JOB FAMILY CONCEPT:** The Facilities Services job family is responsible for all aspects of facilities services work activities and includes entry level labor, skilled crafts and trades, supervisors and management. This job family keeps campuses and institutes fully functional. Facilities Services roles provide facilities services to the University community.

#### **FACILITIES SERVICES MANAGEMENT**

The Facilities Services Management role provides leadership, strategic direction, long range planning, and budget and staff management for facilities services operations and departments. Responsible for around the clock university facilities and systems operations. Develops and manages budgets. Manages, directs, and oversees large projects. Develops, implements and assesses policies, procedures and standards. Provides input to university policies and master plans. Acts as a liaison with university management and external constituents. Participates in facility planning with campus departments. Responsible for emergency planning implementation and response.

The **Facilities Services Management** role is distinguished from the **Facilities Services Supervisor** role due to the primary focus management of an area including budget, staff and strategic direction. The **Facilities Services Supervisor** role is primarily focused on supervision of skilled trades units and employees.

The **Facilities Services Management** role is distinguished from other management roles by its primary focus on facilities and services functions where a specific body of knowledge and experience is required.

#### **FACILITIES SERVICES MANAGEMENT 1**

##### Typical Functions

- Assists in the management and oversight of budget and operations of multiple specialty areas, including staff supervision, training, leadership, direction and project management.
- Directs the work of other supervisors and staff.
- Creates unit plans based on departmental strategic plans.
- Implements response to emergency situations.
- Aligns staff with projects, and ensures projects are completed on time and on budget by staff.
- Implements policies and procedures for unit.

##### Complexity and Decision Making Authority

Relies on experience and judgement to plan and accomplish goals. Decisions are largely guided by policies, procedures, and standards.

##### Knowledge, Skills, and Abilities

Advanced knowledge of multiple related specialty areas.

##### Education/Experience

Bachelor's degree and three to four years progressively responsible relevant experience, or an equivalent combination of education, training, and experience.

#### **FACILITIES SERVICES MANAGEMENT 2**

##### Typical Functions

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- Assists in the management and oversight of budget and operations of a major functional unit, including staff supervision, long-range planning, leadership, direction and project management.
- Directs the work of other managers, supervisors and staff.
- Contributes to strategic planning and policy development.
- Contributes to emergency management in the planning, implementing and response.
- Provides project management and oversight.
- Aligns staff with high priority projects, and ensures projects are completed on time and on budget by staff.
- Assesses the need for and ensures staff receive critical training.
- Develops, implements and assesses policies and procedures for unit.
- Manages relationships and acts as a liaison with university management and external constituents.

### Complexity and Decision Making Authority

Relies on extensive experience and judgement to plan and accomplish goals. A wide degree of creativity and latitude is given. Enforces compliance.

### Knowledge, Skills, and Abilities

Expert knowledge of multiple related functional areas.

### Education/Experience

Bachelor's degree and six years progressively responsible relevant experience, or an equivalent combination of education, training, and experience. Master's degree preferred.

## FACILITIES SERVICES MANAGEMENT 3

### Typical Functions

- Directs and oversees the operational management and administrative direction within a facilities services area.
- Leads strategic planning and staffing.
- Responsible for formulating and administering the annual operating budget.
- Provides leadership and direction for initiative and policy development and implementation.
- Provides campus wide leadership in facility and master planning.
- Provides leadership for emergency management in the planning, implementation and response.
- Directs the work of other managers.
- Gains support when negotiating and working with external organizations and agencies to accomplish goals.

### Complexity and Decision Making Authority

Resolves complex, controversial or unprecedented issues and problems, and demonstrates sound judgement by considering values, risks, impact and implications of actions throughout university.

### Knowledge, Skills, and Abilities

Applies expert level knowledge of multiple, sometimes conflicting, or unrelated functional areas.

### Education/Experience

Bachelor's degree and eight years progressively responsible relevant experience, or an equivalent combination of education, training, and experience. Master's degree preferred.