



Facilities Management Job Summaries

Job Code	Job Title	University Job Summary
17713 17712 17711	Chief Facilities Management Officer	Chief Facilities Management Officers provide strategic leadership in the areas of Master site planning, facilities operations, and infrastructure maintenance and expansion. They are responsible for multiple complex units having significant strategic impact across all areas of the university. They work directly with the Board, local elected officials, alumni, donors and the community to advance the overall mission and strategic goals of the University, ensuring long-term goals are supported through the capital campaign as well as strategic development activities. Chief Facilities Management Officers possess the authority to set and change the strategic goals of the business units assigned and exercise considerable latitude on how results are achieved. They articulate the university's vision, mission, and values to internal and external stakeholders. They develop and implement appropriate policies and procedures in compliance with legal and regulatory constraints. Actions at this level have a critical impact on the overall operational performance of the university. They typically report to the university president or executive leadership.
17613 17612 17611	Deputy Chief Facilities Management Officer	Deputy Chief Facilities Management Officers provide executive leadership and are responsible for the management and oversight of university facilities management and master plan programs, ensuring activities are in alignment with the strategic objectives of the university. They provide leadership to implement, monitor and evaluate programs. They articulate the university's vision, mission, and values to internal and external stakeholders. Actions at this level significantly impact the overall university operational performance. Under the direction of the Chief Facilities Management Officer, Deputy Chief Facilities Management Officers possess the authority to set and change the strategic goals of the business units or functional areas assigned, exercising considerable latitude on how results are achieved. Deputy Chief Facilities Management Officers typically report to the Chief Facilities Management Officer.
17516 17515 17514	Senior Facilities Management Officer	Senior Facilities Management Officers serve in a senior capacity to provide strategic leadership and management of university-wide facilities and master plan objectives through the central facilities management (FM) organization. They typically have more leadership experience, distinguishing them from other Facilities Management Officers. Utilizing a comprehensive knowledge, Senior Facilities Management Officers provide strategic and long-term planning, implementation, and assessment of major functional areas and ensure long-term goals are supported by the appropriate allocation of staff, space, and financial resources. They articulate the university's vision, mission, and values to internal and external stakeholders. Actions at this level have a critical impact on the overall university facilities areas. Under the direction of the Chief Facilities Officer, Senior Facilities Management Officers possess the authority to set and change the strategic goals of the business units or functional areas assigned, exercising considerable latitude on how results are achieved. They typically report to the executive leadership.
17513 17512 17511	Facilities Management Officer	Facilities Management Officers provide strategic leadership and management of university-wide facilities programs. They provide strategic and long-term planning, implementation, and assessment of major functional areas and ensure long-term goals are supported by the appropriate allocation of staff, space, and financial resources. They articulate the university's vision, mission, and values to internal and external stakeholders. Actions at this



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		<p>level have a critical impact on the overall university service delivery and legal compliance. Under the direction of the Chief Facilities Management Officer, Facilities Management Officers possess the authority to set and change the strategic goals of the business units or functional areas assigned, exercising considerable latitude on how results are achieved. They typically report to the executive leadership.</p>
17416 17415 17414 17413 17412 17411	Director, Facilities Management	<p>Directors typically provide operational management for a university-wide facilities management program within a division, center, or department with shared-responsibility for planning, policy formation, and strategic implementation of programs or services. They typically ensure policy and legal compliance and manage other professional staff. Directors collaborate with internal and external constituents to achieve overall strategic goals. They have a significant impact within the department, influencing service delivery and operational goals. Under the direction of senior leadership, they exercise independent judgement for complex issues to ensure departmental objectives are met. They typically report to executive leadership.</p> <p>NOTE: The Director job is a supervisory job and is intended for positions that have three or more full-time direct reports who are typically managers of functional areas. Positions that meet the scope of the Director job that have fewer than three full-time direct reports should be placed in the Senior Administrator job.</p> <p>Senior Directors are responsible for long-range strategic planning and must possess a comprehensive knowledge of the service or functional area. They advance the service or functional area's strategic goals through innovative new programs, services, or practices. Senior Directors assume a higher level of responsibility and authority in compliance and legal matters.</p>
17353 17352 17351	Assistant Director, Facilities Management	<p>Assistant Directors support the university's mission and strategic goals by providing daily administration of a program or administrative function. They are operational managers responsible for the supervision and development of staff or the development and implementation of services. They may be responsible for multiple components of a comprehensive or specialized program. They implement the operational goals established by executive and senior leadership. Assistant Directors typically serve as liaisons between internal departments or functional areas in order to achieve operational goals. They have a measurable impact within the department and influence service delivery and operational goals. Under intermittent supervision, they exercise independent judgement for complex issues, referring more complex issues to a higher level. They typically report to executive leadership.</p> <p>NOTE: The Assistant Director job is a supervisory job and is intended for positions that have three or more full-time direct reports who are typically managers of functional areas. Positions that meet the scope of the Assistant Director job that have fewer than three full-time direct reports should be placed in the Administrator job.</p> <p>Senior Assistant Directors participate in long-range strategic planning, which requires a comprehensive knowledge of the service or functional area. They advance the service or functional area's strategic goals beyond daily operations through innovative new practices. Senior Assistant Directors assume a higher level of responsibility and authority in compliance and legal matters.</p>



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17346 17345 17344 17343 17342 17341	Manager, Facilities Management	<p>Managers serve as operational managers responsible for one or more facilities management team. They may be responsible for areas such as ensuring policy and legal compliance; administering budgets; managing multimedia communications; recruiting, training, and supervising a team of staff, interns, or students; special projects; and other related operational activities. In consultation with senior leadership, they develop processes and implement new programs. They have a measurable impact within the department and influence service delivery in the school, department, or business unit. Managers work under intermittent supervision, resolving routine-to-complex issues independently. They typically report to a director or senior administrator.</p> <p>NOTE: The Manager job is a supervisory job and is intended for positions that have three or more full-time direct reports. Positions that meet the scope of the Manager and Senior Manager jobs and have fewer than three full-time direct reports should be placed in the Administrator job.</p> <p>Senior Managers participate in long-range strategic planning, which requires a comprehensive knowledge of the service or functional area. They advance the service or functional area's strategic goals beyond daily operations through innovative new practices. Senior Managers assume a higher level of responsibility and authority in compliance and legal matters.</p>
17336 17335 17334 17333 17332 17331	Supervisor, Facilities Management	<p>Supervisors provide oversight of daily operations of a small-to-medium facilities management team providing operational support in general services or specialty skill areas. They may be responsible for areas such as operations, instrument and control systems, trades, housekeeping, grounds, and locksmith. Supervisors ensure that day-to-day operations align with short-term goals and objectives; may help senior leadership develop processes or implement new programs and/or services; and may serve as liaisons between internal departments or functional areas. They may serve as resources for lower-level staff. Their decision-making has a measurable impact on service delivery and operational goals. Supervisors work under intermittent supervision, resolving routine-to-complex issues independently and referring more complex issues to higher-level management. They typically report to a manager or director or in some areas may report to an administrator.</p> <p>NOTE: The Supervisor job is intended for positions that, as a general rule, have three or more full-time direct reports. However, the nature of some job families and the intentional staffing patterns allow for supervisor positions that manage the work assignments, hiring, and discipline of more than three hourly (wage) and/or student positions. Positions that meet the scope of the Supervisor job and consistently have hourly (wage) or student direct reports may be placed in the Supervisor job, in consultation with Human Resources. Otherwise, positions that do not have three full-time direct reports and do not consistently manage three or more hourly (wage) or student direct reports should be placed in the individual contributor job that best fits the overall job content.</p> <p>Senior Supervisors participate in long-range strategic planning, which requires a comprehensive knowledge of the service or functional area. They advance the service or functional area's strategic goals beyond daily operations through innovative new practices. Senior Supervisors assume a higher level of responsibility and authority in compliance and legal matters.</p>



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17916 17915 17914 17913 17912 17911	Administrator, Facilities Management	<p>Administrators provide administrative management of one or more functional units, departments, or business units. They are typically responsible for overseeing and coordinating all administrative affairs, with strategic management of daily operations as a primary purpose. The role may have direct and indirect reports. They typically serve as liaisons between internal departments or functional areas in order to achieve operational goals and serve as resources to lower-level staff. Their decision-making has a significant impact on service delivery and operational goals. Administrators work under intermittent supervision, resolving complex issues independently and referring unprecedented issues to a higher level. They typically report to executive or senior leadership.</p> <p>NOTE: The primary purpose of the administrator job is the strategic management of daily operations and not primarily supervision, although the role may have direct and indirect reports.</p> <p>Senior Administrators serve in a senior capacity with the equivalent scope and authority of the Director role but with fewer than three functional area managers as direct reports. They are responsible for long-range strategic planning and the application of a comprehensive knowledge of the service or functional area. They advance the service or functional area's strategic goals beyond the internal scope of the department through innovative new programs, services, or practices. Senior Administrators assume a higher level of responsibility and authority in compliance and legal matters.</p>
17316 17315 17314 17313 17312 17311	Engineering Manager, Facilities Management	<p>Engineering Managers provide leadership for engineers and projects at the university. Their typical responsibilities may include overseeing programs and resources to efficiently operate and maintain facilities; coordinating with others to ensure smooth execution of assigned tasks; preparing financial plans for program improvement; assisting with the management, coordination, and supervision of architects, engineers, contractors, project managers, and inspectors; providing direction to building teams to assure the quality of design and construction; and meeting with customers to determine and respond to needs. Engineering Managers work under intermittent supervision, making complex decisions independently and referring unprecedented issues to a higher level. They typically report to a director or senior administrator.</p> <p>Senior Engineering Managers participate in long-range strategic planning, which requires a comprehensive knowledge of the service or functional area. They advance the service or functional area's strategic goals beyond daily operations through innovative new practices. Senior Managers assume a higher level of responsibility and authority in compliance and legal matters.</p>
17246 17245 17244 17243 17242 17241	Facilities Management Engineer	<p>Facilities Management Engineers provide technical expertise to plan and implement the design of plants, offices, and production lines in order to maximize the use of available space and improve production efficiency. Their typical responsibilities may include estimating costs related to layout design; monitoring the construction process; researching production/processing equipment or fixtures for purchase; ensuring that established efficiency and safety targets are met; and meeting external reporting requirements of the university relating to space utilization and planning, master site planning, building utilization, and indirect cost recovery analysis. They assist in the development and implementation of the short- and long-range strategic planning activities of the university. They may work independently or as part of a team. They work under limited supervision, making routine-to-moderately complex decisions independently and referring complex</p>



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		<p>issues to an upper-level manager. Facilities Management Engineers typically report to a manager or director.</p> <p>Senior Facilities Management Engineers possess greater knowledge of operational and technical tasks related to engineering, distinguishing them from Facilities Management Engineers. They are further distinguished by the complexity of assigned work; an ability to identify options and develop solutions for unique or unprecedented situations; greater decision-making authority; and the judgment, resourcefulness, and ability to identify issues and/or areas that should be addressed differently. They are resources for others, participating in mentoring, coaching, and training.</p>
17253 17252 17251	Operations Engineer, Facilities Management	<p>Operations Engineers provide Master Service Technician-level service to major facility utilities equipment including but not limited to HVAC, Building Automation System (BAS), Plumbing, and Electrical systems; performing complex manufacturer recommended and Alternative Equipment Maintenance (AEM) preventive maintenance service on listed major facility utilities equipment; and serving as subject matter expert to field technicians during critical or emergency repair situations for major facility utilities equipment. They may troubleshoot, diagnose, and repair major facility utilities equipment and schedule shutdowns and outages to meet equipment maintenance standards intervals. They work independently. Operations Engineers typically report to a supervisor or manager or in some areas may report to an administrator.</p> <p>EPA Universal CFC certification required; Journeyman HVAC license required or ability to obtain within the first year of employment.</p>
17236 17235 17234 17233 17232 17231	Engineering Technician, Facilities Management	<p>Engineering Technicians provide a broad range of engineering support in the development and execution of university-wide engineering projects and services. They may specialize in a wide range of industries such as civil, industrial, environmental, and mechanical engineering. Their typical responsibilities may include assisting engineers as they create, modify, and test products and processes; inspecting products and processes for flaws and identifying areas of improvement; calculating or recording results during experiments; programming and running computer simulations; and estimating costs and materials. They may work independently or as a member of a team. They work under direct supervision, resolving most standard issues independently and referring complex or unique issues to a supervisor, senior/lead worker, or higher-level worker. Technicians typically report to a supervisor or manager or in some areas may report to an administrator.</p> <p>Senior Engineering Technicians possess greater knowledge of operational and technical tasks related to engineering, distinguishing them from Engineering Technicians. They are further distinguished by the complexity of assigned work; an ability to identify options and develop solutions for unique or unprecedented situations; greater decision-making authority; and the judgment, resourcefulness, and ability to identify issues and/or areas that should be addressed differently. They are resources for others, participating in mentoring, coaching, and training.</p>
17226 17225 17224 17223 17222 17221	Facilities Management Project Manager	<p>Facilities Management Project Managers provide technical or specialized leadership for projects and may be responsible for daily administration of multiple components of a comprehensive or specialized project. Their typical responsibilities may include planning, monitoring, and managing long-term facilities or construction projects from initiation through completion; ensuring project results meet contractual and regulatory requirements regarding technical quality, regulatory codes, safety standards, schedule, and cost;</p>



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		<p>meeting with clients to determine scope of work; creating bid packages and soliciting bids; scheduling and coordinating projects; reviewing and inspecting projects in the field; performing monthly and final billing; closing out projects; and supervising contractors and architectural, consulting, and engineering firms. Project Managers work under intermittent supervision, making routine-to-moderately complex decisions independently and referring more complex issues to a higher level. They typically report to a director or senior administrator.</p> <p>Senior Facilities Management Project Managers possess greater knowledge of the facilities management field, distinguishing them from Facilities Management Project Managers. They are further distinguished by the complexity of assigned work; an ability to identify options and develop solutions for unique or unprecedented situations; greater decision-making authority; and the judgment, resourcefulness, and ability to identify issues and/or areas that should be addressed differently. They are resources for others, participating in mentoring, coaching, and training.</p>
17216 17215 17214 17213 17212 17211	Facilities Management Compliance Specialist	<p>Facilities Management Compliance Specialists perform entry-level professional work requiring a working knowledge of one or more specialized areas. They provide support either university-wide or to a school, department, or business unit to ensure that building code standards are met and construction/building projects are in compliance. Their typical duties may include training lab users to ensure safety protocols are being enforced; serving as fixed assets inventory managers; serving as onsite inspectors for projects, making and documenting code inspections, and giving recommendations; ensuring compliance with Statements of Work (SOW) and codes; assuring contractor compliance and quality control; and directing contractors and project managers on corrective actions. Facilities Management Compliance Specialists work under general supervision, making routine decisions independently and referring unprecedented issues to an upper-level manager. They typically report to a manager or director or in some units may report to an administrator.</p> <p>Senior Facilities Management Compliance Specialists possess greater knowledge of the facilities management compliance field, distinguishing them from Facilities Management Compliance Specialists. They are further distinguished by the complexity of assigned work; an ability to identify options and develop solutions for unique or unprecedented situations; greater decision-making authority; and the judgment, resourcefulness, and ability to identify issues and/or areas that should be addressed differently. They are resources for others, participating in mentoring, coaching, and training.</p>
17136 17135 17134 17133 17132 17131	Facilities Management Coordinator	<p>Facilities Management Coordinators provide support for a variety of facilities management-related routine and non-routine operational support services, maintenance services, logistical support, and administrative tasks. Their typical responsibilities may include coordinating service contracts; preparing Requests for Proposals (RFPs); soliciting firms from state contracts; evaluating of proposals; coordinating meetings; administering contracts; managing a high volume of purchasing, fiscal, billing, and invoice verification/receiving; completing operational/procedural compliance assessment activities; and tracking expenses services to assure budgets are not exceeded and expenses are applied appropriately. They may work independently or as part of a team. They work under general supervision, resolving most standard issues independently and referring complex issues to an upper-level manager. Facilities Management Coordinators typically report to a supervisor or manager or may report to a director.</p>



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		<p>Senior Facilities Management Coordinators possess greater knowledge of the facilities management field, distinguishing them from Facilities Management Coordinators. They are further distinguished by the complexity of assigned work; an ability to identify options and develop solutions for unique or unprecedented situations; greater decision-making authority; and the judgment, resourcefulness, and ability to identify issues and/or areas that should be addressed differently. They are resources for others, participating in mentoring, coaching, and training.</p>
17126 17125 17124 17123 17122 17121	Trades Specialist, Facilities Management	<p>Trades Specialists provide specialized, licensed tradesperson services in one or more specialty areas. Their typical responsibilities may include performing licensed work in the areas of plumbing, electrical, elevator, refrigeration, or HVAC. They may work independently or as part of a team. They exercise independent judgment for routine to moderately-complex issues, referring complex issues are to a higher level. They work under general supervision. Trades Specialists typically report to a manager or director or in some areas may report to an administrator.</p> <p>Senior Trades Specialists possess greater knowledge of operational and technical tasks related to their trade specialty, distinguishing them from Trades Specialists. They are further distinguished by the complexity of assigned work; an ability to identify options and develop solutions for unique or unprecedented situations; greater decision-making authority; and the judgment, resourcefulness, and ability to identify issues and/or areas that should be addressed differently. They are resources for others, participating in mentoring, coaching, and training.</p>
17116 17115 17114 17113 17112 17111	Facilities Management Operations Specialist	<p>Facilities Management Operations Specialists provide facilities management services, typically within one or more specialized areas such as construction, skilled trades, maintenance, grounds, or custodial. Their typical duties may include ensuring that the functions of the Physical Plant Operations Center and Building Automation System operate properly; notifying Physical Plant and university personnel of requests and alarms; coordinating and performing upkeep and repairs, preventative maintenance, and emergency repair work of facilities; receiving, inventorying, and rotating stock, filling orders; customer service; maintaining university-owned motor vehicles; and coordinating furniture and equipment moves. They may work independently or as part of a team. They exercise independent judgment for moderately complex issues, referring complex issues to a higher level for resolution. They work under limited supervision. Trades Workers typically report to a manager.</p> <p>Senior Facilities Management Operations Specialists possess greater knowledge of operational and technical tasks related to facilities management, distinguishing them from Facilities Management Operations Specialists. They are further distinguished by the complexity of assigned work; an ability to identify options and develop solutions for unique or unprecedented situations; greater decision-making authority; and the judgment, resourcefulness, and ability to identify issues and/or areas that should be addressed differently. They are resources for others, participating in mentoring, coaching, and training.</p>
17026 17025 17024 17023	Trades Technician, Facilities Management	<p>Trades Technicians provide technical support for a variety of routine tasks relating to general maintenance and repairs. They typically possess a combination of on-the-job training, technical education, and classroom instruction and may enter a formal apprenticeship program to become certified in a licensed or non-licensed trade. Their typical duties may include scheduling and performing preventative maintenance programs;</p>



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17022 17021		<p>performing locksmith duties; installing and or maintaining electrical systems, devices, controls, lights, and lighting systems; maintaining roofing systems and components; working with contractors on repairs; installing and or maintaining plumbing systems, drains, water fountains, commodes, urinals, sinks, faucets; troubleshooting and/or repairing HVAC systems and all of their components; and performing general carpentry tasks. They may work independently or as part of a team. They exercise independent judgment for routine issues, referring complex issues to a higher level for resolution. They work under direct supervision. Trades Workers typically report to a manager.</p> <p>Senior Trades Technicians possess greater knowledge of operational and technical tasks related to building trades, distinguishing them from Trades Technicians. They are further distinguished by the complexity of assigned work; an ability to identify options and develop solutions for unique or unprecedented situations; greater decision-making authority; and the judgment, resourcefulness, and ability to identify issues and/or areas that should be addressed differently. They are resources for others, participating in mentoring, coaching, and training.</p>
17016 17015 17014 17013 17012 17011	Trades Worker, Facilities Management	<p>Trades Workers provide skilled manual labor in support of the university's maintenance and operation. They may work in areas such as moving services, stores and warehousing services, housekeeping, and similar labor services in various functional areas throughout the university. Their typical responsibilities may include performing carpentry, masonry, painting, roofing, and welding services; performing entry-level work in a mechanical trade such as electrical, plumbing, HVAC; maintaining, repairing, altering, and constructing fixtures, equipment, and facilities; and performing general grounds-keeping duties. They may work independently or as part of a team. They exercise independent judgment for routine issues, referring complex issues to a higher level for resolution. They work under general supervision. Trades Workers typically report to a manager or supervisor.</p> <p>Senior Trades Workers possess greater knowledge of operational and technical tasks related to building trades, distinguishing them from Trades Workers. They are further distinguished by the complexity of assigned work; an ability to identify options and develop solutions for unique or unprecedented situations; greater decision-making authority; and the judgment, resourcefulness, and ability to identify issues and/or areas that should be addressed differently. They are resources for others, participating in mentoring, coaching, and training.</p>