

Job Description

SL-2 Staff Assistant Scheduler and Administrative Assistant for Operations

BACKGROUND

Binghamton University's physical facilities, nestled within 887 acres, consists of more than 100 structures (primarily constructed between 1966-1976) totaling more than 5.2 million square feet (1.7M residential, 3.5M academic/support) with a current replacement value in excess of three quarters of a billion dollars. The Binghamton University community is made up of approximately 2,500 staff and over 14,000 full/part-time students; approximately 6,200 of who live on campus. The Physical Facilities Department, comprised of approximately 500 hard-working, diligent employees, is progressing another multi-million dollar, multi-year plan of capital renewal projects.

GENERAL POSITION DESCRIPTION

The Scheduler and Administrative Assistant for Operations position is a salaried, professional position reporting directly to the Director of Operations. The incumbent will coordinate administrative operations for the Director of Operations and other select staff. The incumbent will set priorities and assist in planning and preparation of departmental functions including maintaining updated databases, develop schedules, support events, and maintain records for various assets, tasks, and projects. As Director of Operation's campus liaison, ensure channels of communication are coordinated in a timely and confidential manner to the appropriate personnel both within the university setting and off-campus. Due to the nature of maintenance operations & event support, the ability to work a non-standard work schedule may be necessary.

QUALIFICATIONS

- Associate's degree in business management, computer science or a related field **required**; Bachelor's preferred.
- Minimum two years of experience working in an office setting **required**; three years preferred. Previous experience working in a complex multi-disciplinary and demanding setting preferred.
- Personal computer literacy **required**; High level of computer proficiency in a variety of software programs including word processing, spreadsheet and database applications **required**. Experience with project scheduling software preferred.
- Excellent written, verbal and electronic communication skills **required**.
- High level of interpersonal & organizational skills preferred. Ability to perform calmly under stress and handle multiple assignments simultaneously preferred. Ability to independently prioritize workload and adapt to rapidly changing priorities preferred.
- Experience in a facilities management environment preferred.

COMPENSATION

- Salaried professional position with salary range of \$38,000 to \$42,000 commensurate with qualifications, education, and experience. Excellent NYS benefits package.

DUTIES AND RESPONSIBILITIES

1. Conduct your day-to-day functions around premise established by the Physical Facilities "Fundamental Management Objectives".
2. Maintain a positive attitude towards the workplace and encourage others to have a positive attitude. Represent the department in a positive manner to include taking pride in the appearance of one's physical surroundings and helping maintain those surroundings.
3. Foster teamwork and communication at all levels of the organization. Make supportive statements and remain open to constructive suggestions.
4. Strive to develop a "proactive" approach to your work rather than being "reactive" to it.
5. Actively participate in regularly scheduled Operations Team, Crew Chiefs, and Physical Facilities Team meetings, bringing attention to methods/procedures that may be inefficient and offer creative ideas for improvements.
6. Communicate with internal and external staff as needed with a focus on customer service.
7. Provide confidential administrative support to the Director of Operations. Provides support for calendar, correspondence, record keeping, and the Annual Report.
- 8.. Establishes good rapport with supervisors, co-workers, and customers. Answers questions and informs others of project status and goals. Discusses with supervisor critical personnel issues regarding co-workers. Employee must strive to build a trusting relationship with supervisors, co-workers, and customers.
9. Must maintain ongoing, direct communication with customers to understand and anticipate their needs. Develop methods to improve processes, systems and services for the convenience of the customer.
10. Manages supervisors' preparation and submission of bi-weekly schedules of work for all trades:
 - a. Prepares bi-weekly schedule for operations maintenance activities for the Director and Assistant Director prior to start of work week.
 - b. Continuously review estimated vs actual manhours in order to establish acceptable work performance standards.
 - c. Reviews FAMIS workbench to assign and review progress of work orders and projects, scrutinize time and materials costs and periodically audit estimated vs actual labor and material estimates.
11. Creates and administers maintenance and operations projects in the Facilities Management System. Will assist as required, accounting office in billing for charge-back work orders including the reconciliation of actual project costs that differ by more than 15% from the estimated labor estimate.
12. Assists in developing schedules and preparing project requests for critical maintenance projects. Maintain accurate schedules for Operations and M & D projects. Update master project schedule as needed.
13. Maintains Operations portion of the Facilities Project spreadsheet. Provide timely, accurate and comprehensive updates on a regular basis. Coordinates Review Committee's workbench.

14. Schedules work with customers, including advance notification to building occupants of expected detrimental effects on building services and/or environmental conditions. Provides campus and Physical Facilities customers with appropriate updates. Provides Physical Facilities communication manager with all pertinent information on projects and schedules.
15. With Director, assists in formulation of seasonal project schedules and develops projections for hiring of temporary positions, including summer student helpers.
16. Works closely with Facilities Planning personnel on current and future projects and capital budget submissions. Assists in prioritizing critical maintenance needs.
17. Maintain the performance evaluation schedule for direct reports of the Director.
18. Maintain up-to-date tracking and reminder system to assure that crucial deadlines are met and priority issues are addressed in a timely manner.
19. Manage the "Core Management" custodial data collection program for both state buildings and residence halls. Collect all data for new buildings to ensure that staffing requests are accurate. Update building data as required.
20. Monitor and review Operations staff's FAMIS workbenches to assure requests are processed in a timely fashion and to make sure projects are not being held up from billing.
21. Review Kronos data of Operations staff and report irregularities to Director.
22. Maintain proficiency at current level and continually update level through appropriate courses, seminars, publications and contacts with others in the profession. Investigate and participate in training to advance technical capabilities.
23. Acquire supplemental personnel management training for yourself and fellow team members in areas of teamwork, motivation, customer service, etc.
24. Assist in the hiring of professional and classified employees. Assist Chair of Search Committee as well as participate in search/selection process when required.
25. Schedule and tracks all annual compliance training for all Physical Facilities. Works with supervisors and UTDC to coordinate sessions for non-computer and ESL staff. Schedules all operations trades training; tracks and maintains records of training.
26. Perform other related duties as requested by supervisor.

Persons interested in the above position should submit a resume along with a letter of application and references online through <http://binghamton.interviewexchange.com/>

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Internal Closing Date for Applications: TBD

External Closing Date for Applications: Until position is filled