

Building Services Manager SL-3

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.

QUALIFICATIONS

- Bachelor's degree in business management or a related field **required**; Masters preferred.
- Minimum three years supervisory experience **required**.
- Minimum two years of experience working in an office setting **required**. 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 and spreadsheet applications **required**. Experience with scheduling software preferred.
- Valid driver's license **required**.
- Ability to read and interpret construction documents and technical drawings preferred.
- Minimum three years event planning or coordination preferred.
- Facilities management background preferred.
- General accounting skills preferred.

GENERAL POSITION DESCRIPTION

The Building Services Manager is a UUP professional position reporting directly to the Director of Operations. The incumbent will set priorities and assist in planning, scheduling, and preparation of campus-wide functions and oversee expeditors, our in-house delivery/labor crew, and the custodial operations. The incumbent will act as the primary contact person for all assigned events, coordinate event venues to include set-ups and tear-downs as well as coordinate personnel. Physical Facilities' custodial department will report up to this position, and it will have overall operational and budgetary purview over the custodial function. The custodial department has over 200 FTE's, working 7 days and three shifts; covering academic/support and student residential buildings.

As the Physical Facilities campus liaison for events, the incumbent will ensure channels of communication are coordinated in a timely manner to campus clients and contract personnel on scope of events. This requires daily travel to all campus locations, plus off-campus locations. The successful candidate will possess excellent written, verbal and

electronic communication skills; a high level of interpersonal & organizational skills; the ability to interact effectively with the campus community, students, and vendors ; the ability to prioritize work and handle multiple tasks simultaneously; the ability to create and maintain accurate and detailed records; the ability to work under pressure and meet deadlines; be attentive to details; deal with difficult individuals while maintaining composure; handle crisis situations; interact with peers in group settings; and function in a service oriented environment.

COMPENSATION

- Salaried professional position with salary range of \$55,000 to \$60,000 commensurate with qualifications, education, and experience. Excellent NYS benefits package.

SCHEDULE

- Due to the nature of events and event preparation, this position will require a non standard work schedule

1) DUTIES AND RESPONSIBILITIES:

- a) Conduct your day-to-day functions around premise established by the Physical Facilities "Fundamental Management Objectives"
- b) 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.
- c) Foster teamwork and communication at all levels of the organization. Make supportive statements and remain open to constructive suggestions.
- d) Strive to develop a "proactive" approach to your work rather than being "reactive" to it.
- e) 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.
- f) Become familiar with all areas within the Physical Facilities structure i.e., Operations, Design, Construction, Long Term Planning, Business Affairs, etc. in order to fully understand each sub-unit's role in the organization and how they operate in order to insure the timely progression of tasks in support of projects.

- g) 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.
- h) Acquire supplemental personnel management training for yourself and fellow team members in areas of teamwork, motivation, customer service, etc
- i) Work efficiently in this customer service oriented environment, subjected to frequently changing priorities.
- j) Establish, assess and monitor backlog for all assigned work orders. Make recommendations for efficiency improvements.
- k) Supervise operations and budget expenditures for the custodial and expediting departments. Work with supervisors to ensure budget accountability. Provide detailed planning proposals based upon University growth, expansion and development activities.
- l) Respond to, assess and coordinate necessary staffing of off-hour services and emergencies as needed.
- m) Perform accurate and timely performance programs and evaluations of subordinate employees. Responsible for assisting the Physical Facilities Human Resource Management Coordinator in assuring that all subordinate employees comply with timely preparation of performance programs and evaluations for all subordinate employees. Timely completion of evaluations will be a requirement.
- n) Responsible for the coordination of assigned events including, but not limited to, Commencement, Opening Day, Parents' Weekend, Harpur Forum, athletic events. Develop project scope of work, cost estimates and schedules. Act as the Primary Physical Facilities contact person for events. Provide consultative services to campus clients on scope of Physical Facilities event support.
- o) Work with clients and Physical Facilities Customer Service to ensure all chargeable hours are properly accounted for and entered.
- p) Work with Director of Operations and Director of Business Affairs to help formulate Physical Facilities hourly rate for chargeable event labor rates.

- q) Work with Director and supervisors to assess, justify and fill vacant positions. Participate in the interview and selection process for all vacancies within custodial services and expeditors.
- r) Provide advice and counsel to all trades supervisors and other project coordinators and construction managers as required. Providing technical input on responsible areas to the Capital Planning or Design and Construction staff during the design of in-house and consultant-provided design projects.
- s) Assist the Director of Operations in developing standards to assure continuity and quality control over activities.
- t) Responsible for ensuring staff attending Physical Facilities compliance training. Some of these items are in concert with Environmental Health & Safety:
- u) Develop policies in daily activity areas, as well as long-range management areas. Supervise implementation of approved procedures.
- v) Monitor Physical Facilities service contracts, such as moving services, dust mop cleaning, and refuse disposal.
- w) Perform other related duties as requested by supervisor.

2) **SUPERVISORY RELATIONSHIPS:** Who supervises this employee?
Michael Kukawa, Director of Operations

Who does this employee supervise?
Custodial supervision team
Expediting Staff

3) **FUNCTIONAL RELATIONSHIPS:** Primary offices with which this person works.
All Campus Departmental Office entities