PURPOSE
Provide managerial level support for the Housing & Food Services residence hall maintenance program, including direct oversight of work management functions and supervision of the HFS paint programs supporting all apartments and residence halls operated by HFS. Manage unit-wide coordination of building system functions.

RESPONSIBILITIES

Residence Hall Maintenance Program Operations (45%)

• Manage, in collaboration with Assistant Director, residence hall maintenance program for Housing & Food Services including collaborations with UW Facilities partners and HFS Custodial Program
• Direct work management functions for the HFS residence hall maintenance program, including:
  o Review, prioritize, and assign service requests and work orders as needed
  o Resource deployment and personnel management for optimum unit performance
  o Align work order management processes and procedures with HFS and UW Facilities business processes
  o Develop, oversee, and implement standard work management processes and procedures
  o Determine execution method(s) for performance of work based on customer requirements, productivity, and current shop backlog. Make resource recommendations to the Assistant Director based on projected workload and shop capacity/capabilities
  o Manage customer service and communication including following up on customer concerns
• Monitor performance of the HFS residence hall maintenance program and make recommendations for improvement, including:
  o Assessment of work order priority completion
  o Review of aging work orders
• Implement unit’s training development program for maintenance staff
• Implement unit’s resource management plan for planned and cyclical functions, including:
  o Oversee the residence hall maintenance inspection process and associated punchlists
  o Manage and schedule cyclical maintenance planning
• Make recommendations for process improvements
• Manage, in collaboration with Facilities Design Manager, residence hall furniture installation logistics based on occupancy changes

Building Systems Program Management (25%)

• Coordinate management of facilities technology systems installed in all HFS residence halls, apartments and offices, including:
  o Audio and visual communication technologies and hardware
  o Intrusion, refrigeration, and panic alarm systems in HFS facilities
  o Lighting control systems, laundry control systems, and emergency communications systems
  o Video camera systems infrastructure and cloud/client access
  o Door access system infrastructure
  o Cable infrastructure
  o Analog, digital, and IP phones
Facilities Manager for Residence Halls and Building Systems
Incumbent: N/A
Page 2

- Collaborate with UW Facilities shops to effectively troubleshoot and manage building system needs, including:
  - Partnership with UW Facilities HVAC shop to manage and understand complexities associated with refrigeration, air flow, heating, cooling, boiler, and other building systems
  - Troubleshoot active building system errors and alarms and identify appropriate trades to complete work
  - Partnership with UW Facilities Shop 16 and Refrigeration to identify appropriate preventative maintenance needs within HFS building systems
- Ensure ongoing functionality and service delivery of facilities systems by:
  - Troubleshooting component level equipment issues
  - Advising on purchasing and inventorying new and replacement A/V, TV, and laundry control equipment
  - Logging data as needed to analyze building system trends
- Create and maintain product specifications and instructional materials for projection and television systems, sound and amplification systems, touchscreen displays, A/V control systems, building control systems, digital signage and other technologies used for meetings, information display, training and visual communication

**Supervision (20%)**

- Establish and maintain an organizational culture that emphasizes service to customers, including residents, staff and visitors, vendors and contractors
- Supervise the work of direct reports ensuring appropriate productivity and quality
- Evaluate the work completed by direct reports and provide constructive feedback so as to support success
- Ensure proper implementation of Department and University personnel, payroll, and safety policies and procedures
- Conduct time punch audits and other Workday reports to ensure accurate timesheets for staff
- Supervise the HFS paint staff, including:
  - Develop and maintain a staff training program
  - Ensure proper implementation of personnel, payroll, and safety policies and procedures including payroll, leave requests, overtime reports, hourly staff usage, employee actions and discipline and accident reports
  - Maintain compliance with the Collective Bargaining Agreement in staffing practices, policies, and procedures
  - Coordinate recruitment and hiring of staff

**Facilities and Department Operations Management (10%)**

- Respond to University and Department emergencies, including serving in the Unit Response Center when activated to support HFS facilities, services and communities
- Administer contracts for delivery of services including Elevators, HVAC, security systems, audio/visual systems, lighting control systems
- Collaborate with other HFS Facilities staff to work effectively and provide leadership in execution of the program and department objectives
• Ensure organizational compliance with applicable laws and regulations including permitting, fire and life safety, Labor and Industries. Interpret requirements; develop, document, and implement practices; conduct or oversee analysis and reporting; implement or make recommendations for remediation or correction as necessary
• Participate in the development and execution of budgets for the building systems and paint program
• Approve expenditures associated with the security, A/V, and paint program
• Collaborate with HFS Residential Life, Conference Services, and UW Facilities Services to ensure maintenance program strategies and operations are coordinated
• Analyze current and future needs and develop plans for addressing them
• Ensure that budget goals are met and that HFS obtains the greatest value for resources expended
• Serve as interdepartmental liaison with campus partners or other agencies.
• Perform other duties as assigned, including special projects, work on committees and activities as well as other HFS unit activities, including recognition and service events

IMPACT TO THE UNIVERSITY
An effective facilities management program preserves and protects significant university assets and creates a safe environment for residents. Maintaining a physical environment which supports student success increases student retention. Collaboration within HFS and the University contributes to consistency and alignment with University-wide goals and objectives.

POSITION COMPLEXITIES
• Addressing maintenance needs in variety of commercial building designs and construction while adhering to University policies and procedures
• Involvement in residential and dining maintenance requires understanding of a variety of customer needs
• Working in a University environment requires the ability to know when and with whom to coordinate work
• Scope of work requires the ability to communicate effectively with diverse audiences
• Residential nature of facilities makes it necessary to respond immediately and effectively in emergency situations

WORKING CONDITIONS
Assigned to a Monday through Friday Day Shift with the requirement to attend meetings and participate in after-hour events as needed. Required to respond to emergencies that occur while on or off duty.

SUPERVISION RESPONSIBILITIES
Painter Lead 2 FTE
Painter 4 FTE
Student Employee(s) 0.5 FTE

Hourly staff as needed for special projects and services.

REPORTS TO
Assistant Director for Maintenance and Operations

QUALIFICATIONS
A bachelor’s degree and three years of experience in Facilities Operations or equivalent experience. Equivalent combinations of education and experience may substitute for these qualifications.
CONDITION OF EMPLOYMENT
A satisfactory outcome from the employment reference check processes and education verification.