**M5: Level Standards**

**GENERAL ROLE**

This level is the first with the primary function of managing employees. Incumbents may initiate and communicate a variety of staffing actions.

Oversees the day-to-day operations of a group of employees. Responsible for training and development of subordinate staff, estimating staffing needs, assigning work, meeting completion dates, and interpreting and ensuring consistent application of organizational policies. Positions at this level do not exclusively serve as the supervisory level to only student employees.

Incumbents:

* Alter the order in which work or a procedure is performed.
* Recommend or implement modifications to practices and procedures to improve efficiency and quality, directly affecting the specific office operation or departmental procedure.
* Distribute work and monitor workload among staff.

**INDEPENDENCE AND DECISION-MAKING**

*🡪 Supervision Receive*d

* Works under direction.
* Seeks approvals when significant changes to process steps are considered and additional resources for task completion are required.

*🡪 Context of Decisions*

* Decisions are driven by office/departmental policy and procedures.

*🡪 Job Controls*

* Free to plan and carry out all phases of work assignments, including the oversight of staff.
* Has the latitude to make daily operational decisions.

**COMPLEXITY AND PROBLEM SOLVING**

*🡪 Range of issues*

* Issues tend to be operational in nature.

*🡪 Course of Resolution*

* Identifies issues and gathers facts.

Understands the smallest details of an assigned area.

*🡪 Measure of Creativity*

* Problems can be resolved within provided guidelines.
* Problems are not amenable to strict technical resolution, requiring innovative thinking.

**COMMUNICATION EXPECTATIONS**

*🡪 Manner of Delivery and Content*

* Diplomatically and effectively deliver information difficult to understand or in contrast with a student or customer's views.

**SCOPE AND MEASURABLE EFFECT**

Incumbents:

* + Manage a small homogenous department.

OR

* Manage a larger process-oriented area whose members perform like activities.
* Actions regularly affect a department or a project outcome with office/programmatic impact.
* Actions generally have a direct impact on controlling such things as staff size and nature of work and scope of services.
* Performance results tend to relate to efficiency, fiscal practices and standing, quality/continuous improvement, timeliness, resource allocation/effectiveness, etc.

**Job Template**

**GENERAL SUMMARY**

Oversees maintenance and housekeeping programs, renovations, programmatic initiatives, and other maintenance programs for the University of Connecticut.

**REPORTING RELATIONSHIPS AND TEAMWORK**

Works under direction of a manager. Manages the day-to-day operations and a group of employees.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

*The intent of this section is to list the primary, fundamental responsibilities of the job – that is, the duties that are central and vital to the role.*

* Oversees the work of assigned personnel, including assigning and reviewing work, providing guidance, prioritizing and conducting performance evaluations.
* Serves as initial point of contact for building occupants for routine and emergency maintenance and repair requests.
* Oversees regular maintenance and repair of building utility systems such as heating, ventilation, plumbing, and for regular structural maintenance.
* Designs, plans, or assists in planning renovation/modification projects to meet specific department or research needs or to correct building problems, requiring an understanding of structural design and department needs.
* Provides expertise and makes recommendations regarding feasibility and cost effectiveness of requested renovations or modifications.
* Monitors condition of buildings and develops schedule for routine maintenance. Ensures building security.
* Oversees the work of vendors and contractors by maintaining standing orders and managing professional relationships.
* Performs related work as required.

**MINIMUM QUALIFICATIONS**

* Bachelor’s degree in related field.
* Five or more years of related experience.

*An equivalent combination of education and/or experience may be substituted for the degree and years requirement.*

**COMPETENCIES**

**Knowledge of:**

* Principles and practices of employee supervision
* Building materials and methods
* Facilities management and operations
* Structural design
* Safety regulations
* Microsoft Office and related software applications

**Skill in:**

* Planning and organization
* Troubleshooting
* Developing and maintaining effective and appropriate working relationships
* Critical thinking, problem solving and analysis

**Ability to:**

* Manage and monitor budget
* Develop work schedules and maintenance plans
* Communicate effectively through both oral and written means
* Respect diversity and work collaboratively with individuals of diverse cultural, social and educational backgrounds
* Write and implement plans and procedures
* Maintain the confidentiality of information and professional boundaries
* Work independently to analyze available information, draw conclusions and understandings, and present such conclusions effectively to senior management

**PHYSICAL REQUIREMENTS**

Incumbents must be able to climb ladders, kneel, reach above the shoulder, stand and/or walk for long periods of time.  Incumbents must possess the ability to perform the required duties set forth above and may be required to wear personal protective equipment (PPE) when necessary. Incumbents may be required to complete a pre-employment physical.