**M6: Level Standards**

**GENERAL ROLE**

This level is accountable for providing supervision of a small to moderate sized office or department charged with providing a variety of cross-disciplinary services. Incumbents should generally have oversight of professional and non-professional staff, as well as business and/or administrative operations. These positions do not exclusively serve as the supervisory level to only student employees

Incumbents:

* Modify practices and procedures to improve efficiency and quality of services delivered by subordinate staff
* Ensures policies and procedures are followed and functions are carried out efficiently and correctly
* Accountable for setting goals and objectives for staff members to achieve operational objectives and service standards
* Distribute work and monitor workload among staff
* Evaluate and monitor the accuracy, quality, quantity, and timeliness of services and activities
* May develop/enhance processes and procedures to improve efficiency or effectiveness of services, as a means to fulfill departmental or office initiatives

**DECISION MAKING**

*🡪 Supervision Receive*d

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

*🡪 Context of Decisions*

* Decisions are driven by departmental policy and procedures
* Incumbents understand the smallest details of a circumscribed area

*🡪 Job Controls*

* Freedom to plan and carry out all phases of work assignments, which include the oversight of staff
* Given the latitude to make daily operational decisions

**COMPLEXITY AND PROBLEM SOLVING**

*🡪 Range of issues*

* Issues are readily identified but cannot be understood and fixed in simple cause-effect terms
* Variables affecting the problem are generally known

*🡪 Course of Resolution*

* Utilizing an understanding of best practices and the way similar units run elsewhere, convincingly recommend, develop, and implement capital and process improvements to the area

*🡪 Measure of Creativity*

* Problems require integrative solutions such as how technologies, processes, resources, and people all fit together

**SCOPE AND MEASURABLE EFFECT**

* Incumbents serve as a supervisor of a moderate sized department or office charged with carrying out cross-disciplinary tasks or functions
* Actions regularly affect a department or an office centric outcome with departmental impact
* Incumbents’ actions generally have a direct impact on controlling such things as staff size and nature of work and scope of services
* Incumbents’ actions may have high compliance or safety implications
* Performance results tend to relate to efficiency, degree of waste/cost overruns, quality/continuous improvement, timeliness, resource allocation/effectiveness, etc.

**Job Template**

**GENERAL SUMMARY**

Manages maintenance services, facility improvements, utilities and other building projects for the University.

**REPORTING RELATIONSHIPS AND TEAMWORK**

Works under direction of a manager. Manages professional and non-professional staff of a moderate sized unit providing maintenance services.

**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.*

* Manages the work of assigned personnel, including assigning and reviewing work, providing guidance, and conducting performance evaluations.
* Serves as liaison with University and State officials on utility or maintenance issues.
* Initiates maintenance repairs and improvements based on analysis of cost effectiveness and serviceability of changes. Presents proposals for major changes and purchases materials.
* Provides technical support to executives and other administrators of the University with regard to short and long-term planning and special projects to meet scientific and educational needs, campus facility improvement, and renovation.
* Ensures compliance with Federal and State regulations.
* Collaborates with consultants on various University construction, engineering, and renovation projects and code issues.
* Prepares, monitors, and maintains department budget. Monitors and approves expenditures.
* Plans, directs, and facilitates meetings with facility leadership and management regarding the prioritization of planned work and on-going execution of work.
* Maintains and executes service, maintenance, and improvement improvement contracts.
* Performs related work as required.

**MINIMUM QUALIFICATIONS**

* Bachelor’s degree in related field.
* Seven years of related experience. One year of experience must be: (1) overseeing large projects OR (2) serving as a senior team member regularly performing the most advanced tasks of the work unit and other team members.

OR

* An advanced degree in related field.
* Five years of related experience. One year of experience must be: (1) overseeing large projects OR (2) serving as a senior team member regularly performing the most advanced tasks of the work unit and other team members.

*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
* Facilities, including mechanical and electrical systems
* Preventative maintenance planning requirements
* Building code requirements and OSHA standards
* Principles and practices of budget management
* 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:**

* Communicate effectively through both oral and written means
* Respect diversity and work collaboratively with individuals of diverse cultural, social and educational backgrounds
* Troubleshoot building systems and distribution electrical systems
* Prioritize assets and maintenance tasks
* 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.