University Information

| Org/College: University College | Department: Distance and Online Education |
| UI Job Code: PFB2                | Pay Level: 4B                               |
| Job Function: Facilities Operations | Job Family: Facility Administration |
| University Classification: Facility Manager |

Department Information

| Org/Dept/Sub-dept #: 35-0900-00000 |
| Position #: 00118587               |
| Working Title (if applicable):     |
| This Position Reports to (Title/Position #): Associate Dean, Distance and Online Education |
| Position Has Administrative Supervision? Yes |

Position Overview: The Facility Manager will oversee all building-related activities at the Pappajohn Education Center in Des Moines. You will be responsible for preserving the excellent condition of the infrastructure and ensure that the facility is safe and well-functioning. This person needs to be well-organized and able to optimize the use of space and equipment. The goal is to ensure our accommodations are problem-free so that courses can take place under the best conditions.

Position Information

Key Areas of Responsibility

Financial Management (PFB2): Advise faculty or staff in procurement of products or services. Develop specific budgets related to programmed activities.
  - Manage expenditure of funds and adjust operation to stay within budget limitations while maintaining focus on the unit's strategic goals and direction.
  - Develop and support shop and cost center budget(s).
  - Participate in the development of departmental rates.
  - Responsible for working with UI administrators planning for and assisting with budget preparation for the JMPEC, as needed.
  - Responsible for ensuring that the facility projects to meet budget parameters.

Human Resources (PFB2): Establish or create processes or objectives for particular activities. Evaluate outcomes and assess efficiencies. Assure training and safety requirements are met. May provide direction, assignments, feedback, coaching and counseling of students and staff to assure outcomes are achieved; may assist in hiring, developing, and managing the performance of staff.
  - Orient part-time temporary staff to assure competency and performance.
  - Provide comprehensive training and coaching when new duties are assigned. Provide opportunities for team building.
  - Communicate daily expectations and provide regular feedback for meeting objectives.
  - Support a diverse and inclusive work environment.
  - Hold staff accountable for productivity, efficiency and recommend appropriate HR actions.
  - Maintain the commitment to all required University of Iowa staff trainings.

Strategic Planning Initiatives (PFB2): Participate in discussion and design of facilities strategic planning. Interpret programs as applicable with established practices.
  - Contributes to short-term operational plans.
  - Monitor's progress of work against plan as required to meet objectives.
  - Reports variances and makes agreed-upon corrections.
  - Under guidance, develops tactical plan for own direct responsibility.
  - Anticipates and adapts to plan changes.
Operational Management (PFB2): Design, coordinate, and schedule repairs and modifications to buildings and equipment. Assure and coordinate safety and security within assigned facilities and programs for faculty/staff, students, and visitors. Create policies regarding facility use. Analyze reports and render assessments of facility related information.

- Consults others on the maintenance and upkeep for multiple facilities.
- Creates processes for facilities and methods to ensure business continuity in case of a disaster.
- Promotes practices used to manage the acquisition, status, and disposal of capital assets.
- Directs safety communications, emergency evacuation procedures, tests, and drills.
- Coordinates activities during exception or emergency situations.
- Defines and communicates access strategies and practices.
- Arranges and oversees the snow removal process at JMPEC.

Project or Event Design and Management (PFB2): Design and develop construction or repair activities for assigned facilities and programs. Represent the interests of faculty/staff or assigned unit with design professionals and consultants. Establish and implement space planning and programming objectives. Utilize CAD software in development of space or project planning. Specify unique equipment and hardware.

- Manages JMPEC projects, vendor/contractor selection, and ongoing contracts in conjunction with the UI Business Office and UI Facilities Management.
- Prioritizes and executes property maintenance needs. Oversees the maintenance of JMPEC buildings and grounds.
- Provides leadership with other UI administrators on current and future improvements, renovations, and construction.

Universal Competencies

Diversity, Equity and Inclusivity

Ability to work with a variety of individuals and groups in a constructive and respectful manner while appreciating the unique contribution of an inclusive workforce that brings together the talents of people across multiple identities, including: race, creed, color, religion, national origins, age, sex, pregnancy, disability, veteran or military status, sexual orientation, gender identity, or associational preferences.

- Maintains productive work relationships while considering multiple perspectives.
- Demonstrates awareness of one's own and others' social identities (e.g. race, gender, disability status, religion, etc.) and their relevance in the workplace.
- Resolves cross-cultural conflicts effectively.
- Articulates the unit's commitment to diversity, equity and inclusion and the reasons for its importance.
- Engages in personal and professional development on issues related to diversity, equity and inclusion.

Collaboration/Positive Impact

Ability to work with a variety of individuals and groups in a constructive and civil manner and utilize existing resources and learning to achieve or exceed desired outcomes of current and future organizational goals/needs.

- Ensures time, resources, energy, learning opportunities, and actions are focused on priorities important to the changing workplace.
- Identifies and resolves disagreements/conflicts in early stages.
- Promotes a safe, fair, respectful environment in which concerns can be addressed effectively.
- Recommends changes to work practices and policies to achieve desired outcomes.

Service Excellence/Customer Focus

Ability to meet or exceed customer service needs and expectations and provide excellent service in a direct or indirect manner. Ability to effectively transmit and interpret information through appropriate communication with internal and external customers.

- Participates in developing a variety of effective ways to deal with service challenges.
- Models service delivery and coaches others to deliver excellent service in a variety of settings.
- Communicates well with direct reports, peers, leadership and external constituents.
- Utilizes various methods for information sharing and information gathering. Modifies processes to enhance service.

As part of performing the key areas of responsibility and competencies described above, staff members are expected to meet reasonable standards of work quality and quantity, as well as expectations for attendance established by their supervisor. Staff members are also expected to comply with policies governing employee responsibilities and conduct, including those contained in the University Operations Manual.
### Position Technical Competencies and Proficiency Levels

#### Facilities Management

**Knowledge of the full spectrum of facilities management activities; ability to maintain, care for and develop commercial and physical facilities.**
- Monitors and updates processes and procedures to develop and maintain security in the workplace.
- Participates in coordinating the design and construction of new or enhanced facilities.
- Interacts with customers and vendor support staff to resolve routine problems.
- Explains space planning processes and requirements for staff and equipment.
- Coaches others on how to coordinate and maintain the flow of electricity within a physical space.
- Monitors environmental, safety and equipment requirements and conditions.

**Proficiency Level: EXTENSIVE**

#### Premises Operation and Maintenance

**Knowledge of and ability to ensure safe practices in daily operations and effective maintenance and repair services for physical premises.**
- Elaborates on the use of management systems for premises maintenance and safety.
- Designs best practices and plans for premises maintenance activities.
- Leads in establishing policies, criteria and safety standards for physical premises operations.
- Establishes processes to address, investigate and document dangers and unsafe premises operations.
- Advocates for high quality physical premises management and maintenance activities.
- Predicts future developments and trends in premise operations and maintenance.

**Proficiency Level: EXPERT/LEADER**

#### Resource Management

**Plans, mobilizes and distributes resources to fulfill business objectives and plans.**
- Specifies the critical resource needs required to accomplish organizational objectives.
- Mobilizes resources needed to get things done.
- Negotiates with key stakeholders to obtain required resources.
- Applies specific metrics to analyze and revise resource requirements.
- Develops methods for maximizing resource utilization (re-engineering, outsourcing, automation, etc.).
- Updates resource requirements by identifying and responding to changing needs.

**Proficiency Level: EXTENSIVE**

#### Unit/Department Operations Administration

**Knowledge of and ability to administer effective and smooth operations in a unit or department by utilizing various administrative and/or management principles and techniques.**
- Coordinates and manages unit/department operations to improve service effectiveness.
- Coaches' others on staff and resource allocation skills to satisfy "customer" service expectations.
- Oversees policy compliance to ensure operational excellence in a unit/department.
- Evaluates the quality of unit/department operations as compared to organizational criteria.
- Optimizes existing work processes and management systems for effective unit/department operations.
- Promotes and ensures a healthy and productive work environment.

**Proficiency Level: EXTENSIVE**

#### Event Management

**Knowledge of event management processes and activities; ability to plan, organize and execute events and to coordinate resources before, during and after an event.**
- Ensures all event management activities comply with applicable regulations, laws and institutional standards.
- Reviews event plans and event management processes; predicts and resolves any problems during an event.
- Oversees event services including security, catering, displays, etc., and ensures a smooth run of events.
- Advises others on the determination of event objectives, scope, format and other arrangements.
- Inspects event facilities to ensure that they conform to clients’ requirements.
- Evaluates supporting service providers, such as a venue provider, according to clients’ requirements.

**Proficiency Level: EXTENSIVE**

#### Industry Knowledge

**Knowledge of the organization’s industry group, trends, directions, major issues, regulatory considerations, and trendsetters; ability to apply this knowledge appropriately to diverse situations**
- Describes the contribution of own function as it relates to the industry segment.
- Currently works with a major industry segment and associated functions and features.
- Demonstrates current knowledge of the regulatory environment for industry segment.
- Discusses industry-specific flagship products and services.
- Participates in major industry professional associations; subscribes to industry-specific publications.

**Proficiency Level: WORKING**
Planning, Tactical, Strategic

Proficiency Level: EXTENSIVE

Ability to contribute to operational (short term), tactical (1-2 years) and strategic (3-5 years) planning in support of the overall business plan.

- Develops, refines, and communicates tactical plans for own responsibilities.
- Plans for allocation of resources in line with unit goals, technical and business objectives.
- Provides the right level of detail as input for strategic plan development.
- Demonstrates the value and necessity of linking tactical plans to overall strategic plan.
- Ensures the planning process is integrated with the overall business plan.
- Ensures attention to the detail and dependencies of existing departmental-level plans.

Project Management

Proficiency Level: EXTENSIVE

Ability to plan, organize, monitor, and control projects, ensuring efficient utilization of technical and administrative resources, to achieve project objectives

- Plans, estimates, staffs, organizes, and monitors significant projects.
- Utilizes preferred tools, techniques, and methods for estimating project cost and time.
- Identifies risks and vulnerabilities and creates contingency plans.
- Identifies reporting requirements and creates monitoring and control mechanisms.
- Conducts regular and ad-hoc project reviews with project team, sponsors, and clients.
- Maintains open communication among project participants and interested parties.

Position Qualifications (for recruiting only)

Education or Equivalency Required

- Bachelor’s degree in a field relevant to the position, or an equivalent combination of education and additional related facilities management experience.

Experience Required

- Experience (typically 3-5 years) in the skilled trades and/or facilities project management.

Competencies Required

Demonstrates a working proficiency level in:

- Knowledge of and the ability to understand the work of various skilled trades to be able to evaluate and troubleshoot facility-related issues.

Demonstrates an extensive proficiency level in:

- Knowledge and ability to plan, organize, monitor, and control projects, ensuring efficient utilization of technical and administrative resources to achieve project objectives while maintaining open communication among project participants and interested parties.
- Excellent written, verbal, and interpersonal communication skills.
- Ability to work with a diverse group of individuals in a constructive and civil manner while appreciating the unique contribution of individuals.
- Ability to contribute to operational (short-term), tactical (1-2 year), and strategic (3-5 year) planning in support of the overall business plan.

Other qualifications required:

- Valid driver’s license and the ability to meet the University’s Fleet Safety Program requirements.
- Ability to respond to emergencies on site as they arise in a reasonable amount of time.

Desirable Qualifications

- Experience (typically 3-5 years) in facility maintenance.

Demonstrates a basic proficiency level in:

- Experience estimating requirements of a project.
- Demonstrated experience of successfully managing projects within given time frames.
- Strong organizational skills, developing initiatives services and documenting processes, metrics, and outcomes.
- Ability to read and comprehend construction/facilities plans and specifications.

Demonstrates a working proficiency level in:

- Demonstrated experience creating, developing, and managing databases and spreadsheets.
- Demonstrated supervisory experience.