**M7: Level Standards**

**GENERAL ROLE**

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

Incumbents:

* Modify practices and procedures to improve efficiency and quality of service delivered by subordinate staff.
* Research and apply better ways to effectively achieve end results by, for example, arranging/rearranging the way work is performed, changing elements of processes, and adding or deleting new or unnecessary capabilities/functionalities for subordinate staff, as needed.
* Set staff objectives, immediate- and/or long-term, as a means to fulfill departmental or division initiatives.
* Provide analytical, technical, and advisory support to more senior members within the same disciplinary track
* May determine how to achieve directives set by directors, at a department level.

**INDEPENDENCE AND DECISION-MAKING**

*🡪 Supervision Receive*d

* Works under general direction.
* Seeks assistance only when unique situations arise, coupled with financial impact to the division, and political consequence.

*🡪 Context of Decisions*

* Work is focused on and regulated by specific division goals and milestones.

*🡪 Job Controls*

* Incumbents act based on own judgement as long as actions adhere to division policies and operating procedures, and remain focused on the division and departmental objectives.
* Subject to managerial controls through conferences, review of reports, and occasional departmental visits.
* Managerial controls are exercised on incumbents for matters of policy development and coordination, intermediate- and long-range planning, budgetary, and human resources based matters.

**COMPLEXITY AND PROBLEM SOLVING**

*🡪 Range of issues*

* Problems are unique and unexpected.
* Challenges for problems arise due to lack of precedent or policy at a division or University level.

*🡪 Course of Resolution*

* Problems require response/adaptation to changing conditions or circumstances, necessitating enterprise and new approaches.
* Problem resolution should frequently require collaboration and coordination with units internal to the division, with occasional collaboration and coordination outside the division.

*🡪 Measure of Creativity*

* Incumbents are required to develop new policy for approval and conceptualize an implementation plan for new procedures or processes due to the new policy.

**COMMUNICATION EXPECTATIONS**

*🡪 Manner of Delivery and Content*

* Deliver statements and information in a combined persuasive and motivational fashion to subordinate staff, departmental and University administrators, and the campus community as a whole.

**SCOPE AND MEASURABLE EFFECT**

* Manage a department of notable size, complexity, and significance that, in part, directly affects how well the organization to which the department belongs operates.
* Actions regularly affect a department or a project outcome with division-wide impact.
* Actions generally have a direct impact on controlling such things as program scope, staff size and nature of work, scope of services, operating budget, etc.
* Actions may have high-risk financial, compliance, political or safety implications.
* Performance results tend to related to efficiency, degree of waste/cost overruns, quality/continuous improvement, timeliness, resource allocation/effectiveness, etc.

**Job Template**

**GENERAL SUMMARY**

Manages teams and staff involved in maintenance services and operations, improvement, utilities and other building projects for the University.

**REPORTING RELATIONSHIPS AND TEAMWORK**

Works under the general direction of a Director. Manages professional and non-professional staff engaged in providing University-wide maintenance and operational 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 assigned work units to include managers and staff; reviews work, fosters professional development, and conducts performance evaluations.
* Serves as a primary resource to University and State officials in the work unit’s area of specialization.
* Initiates improvements and/or renovations based on analysis of cost effectiveness and serviceability of changes. Presents proposals for major changes and purchases materials. Manages teams to implement improvements.
* Provides guidance and 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.
* Approves the 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.
* Negotiates and executes service, maintenance, and capital improvement contracts.
* Performs related work as required.

**MINIMUM QUALIFICATIONS**

* Bachelor’s degree in related field.
* Eight years of related experience. One year of experience must be: (1) serving as a manager of a moderate sized department or unit.

OR

* An advanced degree in related field.
* Five years of related experience. One year of experience must be: (1) serving as a manager of a moderate sized department or unit.

*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.