POSITION DESCRIPTION
Administrative Program Management Supervisor
Assistant Director, Bureau of Building Management
Division of Facilities & Transportation Services

#14 POSITION SUMMARY (Major goals of the position).

Under the direction of the Bureau Director, the Assistant Bureau Director of Facilities Management Group Two (FM2) has responsibility and decision-making authority for the operational management, budget and staff supervision of diverse and complex FM2 functions. Additionally, the incumbent manages and supervises a staff of professional and skilled employes in providing operational, technical and consultation in the planning, design, construction, remodeling and maintenance of Department of Administration owned facilities within Madison South, Madison East, Madison West groups and other facilities as assigned.

This position provides regular briefings and status reports to the Bureau Director relating to the operational readiness and activities within FM2. Further, this position is responsible for building and maintaining cooperative relationships and agreements between agencies and occupying tenants.

1. POSITION ACHIEVEMENTS/RESULTS EXPECTED/GOAL ACTIVITIES

40% A. Assist the Bureau Director with and carry out the responsibilities required to manage diverse and complex building operations programs and activities.

A1. Plan, budget, administer, supervise, monitor and audit operations and management program policies and procedures for implementing department and division policies regarding FM2 support operations for building engineering, capital improvements, energy management, housekeeping operations, space management, safety and security services, grounds maintenance, telecommunications services, procurement services and contractual services. Comply with federal, state, department and internal management directives.

A2. Accommodate the tenant facility program concerns and needs by meeting regularly with program managers in the assigned buildings.

A3. Maintain an effective working relationship with departmental architects, engineers, project managers, construction superintendents, procurement managers, personnel managers, leasing managers and other management support personnel.

A4. Assist with the development of the subordinate professional supervisors, craft, technical and semi-skilled employee performance standards and work schedules. Determine training needs and recommend employee career development opportunities.

A5. Develop work objectives and priorities of subordinate supervisors, craft, technical and semi-skilled employees. Direct the planning, scheduling, and assignment of work for daily building engineering, maintenance, grounds, and custodial program operations.

A6. Recommend the hiring, transfer, promotion, suspension, layoff, recall, discipline, assignment, and evaluation of employees of technical, building engineering, maintenance, grounds, and custodial services section.

A7. Interview and recommend the selection of new employess from employment lists for the craft, technical, building engineering, maintenance, grounds, and custodial services sections. Support Equal Opportunity and Affirmative Action directives.

A8. Schedule investigatory interviews, listen to grievances, take disciplinary action, and recommend higher level disciplinary action for approval by the Director.

A9. Counsel supervisors and employees as required. Keep and maintain personnel and related records of employees. Authorize leaves of absence and overtime work with Director's approval.

A10. Establish and conduct tenant-management meetings to promote communications, identify problems and improve working relationships. Develop tenant input and cooperation in meeting the program objectives to improve building operations and working conditions.

A11. Assist in the establishment of bureau quality services policies, procedures and guidelines to ensure that essential levels of program requirements are achieved. Determine basis for, develop and recommend more efficient bureau policies, procedures and guidelines including sustainability and energy conservation measures.

20% B. Assist the Bureau Director to develop, coordinate, evaluate and implement bureau plans, budgets, programs, policies and objectives. Evaluate the achievement of the Building Operations goals and objectives, prepare operating, biennial and capital budgets, authorize expenditures and audit expenditures relative to authorized budgeted amounts.

B1. Assist in the preparation of the biennial operating budget including capital improvements and capital equipment purchases. Responsible for maintaining a positive financial position in order to achieve a balanced budget within authorized levels across the bureau.

B3. Manage the execution of the bureau's annual budget. Assist in the establishment of goals and objectives, monitor annual operating expenditures, project expenditure rates and patterns and advise changes to planned expenditures as required within the bureau.

B4. Manage tenant services work and other revenue sources associated with building operations. Monitor billing revenues received from tenant agencies; ensure that costs for labor and materials are charged back appropriately. Take corrective action and adjust as necessary.

B5. Plan, schedule, and implement maintenance repair and remodeling projects. Determine scope of work, provide cost estimates for improvements requested by tenants. Incorporate tenant operational requirements and priorities.

B6. Develop preventative maintenance standards, schedules, and labor requirements for the building envelope, mechanical, electrical, plumbing, communications, fire control and security systems and associated operating costs.

B7. Implement, direct, and monitor a quality assurance program to ensure that preventative maintenance standards are met.

B8. Direct subordinate supervisors and technical staff to ensure plans and specifications are achieved, efficiency and productivity requirements are met, and repairs have been completed.

B9. Conduct routine building inspections to check on quality of workmanship, materials, and equipment. Establish and maintain a building equipment and mechanical system inspection checklist to ensure operating, security, and safety procedures are followed.

B10. Make immediate decisions on situations in need of emergency action and repairs. Respond to tenant agency coordinators' concerns by implementing preventative maintenance repairs.

20% C. Assist the Bureau Director as a member of the bureau team with all facilities management practices including the identification, development and management of construction, remodeling, technical, maintenance and other capital improvement projects.

C1. Assist in and evaluate structural conditions and building system capacities. Assist with the development of the bureau's 6-year goals and objectives. Review the plan annually and make recommendations for modifications to the plan's goals. Incorporate any short-term effects on programs from capital construction and maintenance projects and assist with adjusting related funding requirements.

C2. Assist in defining the long-range plans to modernize bureau facilities including installation of technically advanced systems including but not limited to controlled heating, ventilating and air conditioning systems, universal wiring systems for data and communication, and fiber optic systems permitting high speed transmission of data and video.

C3. Assist in the preparation of preliminary plans and specifications for FM2 delegated projects, Division of Facilities Development designed projects and bureau preventative maintenance program projects.

C4. Manage, coordinate and implement all FM2 construction and emergency repair activities by involving and working with the appropriate departmental architects, engineers, project managers, building construction superintendents, procurement managers, personnel managers, contractors, trades and specialty crafts, leasing managers and other support services.

C5. Direct and work with DFD and DFM Project Management groups to develop construction plans and specifications for projects that are delegated to FM2.

C6. Provide direction for all FM2 project proposals, the impact on the building's operations and management.

C7. Plan, direct and implement preventative maintenance standards for the structural and mechanical systems in the FM2 buildings. Provide direction for identification of all building systems and equipment that require major or minor repair and/or replacement.

C8. Responsible for building compliance with all health, environmental and safety standards, regulations and codes to ensure they are met. Implement indoor air quality and hazard communication programs to ensure building occupants a healthy and safe workplace.

C9. Direct and assist with routine building inspections to check on quality of workmanship, materials, and equipment. Establish and maintain a building equipment and mechanical system inspection checklist to ensure operating, security, and safety procedures are followed.

20% D. Responsible for and provide supervision, management and direction to the FM2 employees performing a wide range of professional, technical, maintenance, and custodial services involving a variety of repair, remodeling and construction work. This includes implementing and monitoring the preventative maintenance and repair programs.

D1. Provide leadership, supervision and managerial support to supervisors and lead workers.

D2. Provide leadership on selected division-wide program studies; analyze and recommend policies and procedures that will solve operational or procedural issues, as directed.

D3. Work with the architects and engineers of the division, other agencies professional and management personnel on complex and diverse building operational and maintenance issues.

D4. Direct all FM2 functions including staff training, planning, assigning and reviewing work, monitoring progress of staff assignments, recommend career development and counsel employees.

D5. Perform management and supervisory duties such as interviewing, authorizing the hiring, disciplining, layoff, recall, suspension, demotion and termination, responding to grievances, setting performance goals and evaluating progress in meeting goals of employees.

D6. Conduct regular staff planning meetings to develop goals and objectives and to review accomplishments and problem-solving strategies.

D7. Assist with development of preventative maintenance standards, schedules and labor requirements for the building envelope, mechanical, electrical, plumbing, communications, fire control and security systems in each of the bureau's buildings.

D8. Implement, direct, and monitor a quality assurance program to ensure that preventative maintenance standards are met.

D9. Direct subordinate supervisors, craft, and technical staff to ensure plans and specifications are achieved, efficiency and productivity requirements are met, and repairs have been completed.

D10. Perform other duties as assigned by the Bureau Director.

Knowledge, Skills, and Abilities:

1. Strong facility management and problem-solving skills
2. Extensive knowledge of facility operations and building management programs
3. Experience implementing and managing computerized maintenance management systems
4. Experience developing and implementing policies, procedures or standards for management of facilities containing at least 250,000 gross square feet
5. Experience in supervision of building managers and staff in facility maintenance and construction trades
6. Strong team building and personnel management techniques
7. Applied knowledge of business organization, decision making and budgeting
8. Ability to exercise sound judgment and discretion when managing complex and sensitive issues
9. Applied knowledge of administrative principles and methods, including inter-organizational relations
10. Ability to apply principles and practices of public relations, effective oral and written communication, and techniques to develop and maintain effective working relationships in order to accomplish job goals and objectives
11. General knowledge of business operations practices including contract management, budget development, procurement and accounts payable
12. Familiarity with customer surveys, benchmarking other performance measurement techniques
13. Experience with speaking to groups, developing written materials or similar communication skills.
14. Knowledge of Facilities Management and Project Management principles and techniques for maintaining facilities.
15. Ability to set-up, document, and implement required safety training for employees.
16. Ability to develop appropriate work plans, anticipate seasonal conditions, set priorities, coordinate multiple tasks and assign work to effectively accomplish projects.
17. Demonstrated supervisory and training skills necessary to mentor and direct the work of others, effectively resolve performance concerns, and evaluate performance standards, and all related documentation.
18. Working knowledge and administrative skills including the ability to utilizing Microsoft Office products such as Word, Excel, Outlook and Powerpoint.
19. Interpersonal and communication skills.
20. Ability to read and understand operation manuals, building plans and related documents.
21. Knowledge of occupational hazards and safety precautions related industrial maintenance and construction activities.
22. Ability to work independently and use sound judgment.