

# **FACILITIES MANAGER POSITION DESCRIPTION**

*Updated: October 2024*

The Facilities Manager (FM) is an integral part of the team that provides for the day-to-day operation and maintenance of the residence halls, as well as the ongoing preservation of the facilities and services within these communities. The Facilities Manager is supervised by a Residence Hall Director, but will collaborate with other Residence Life staff members on a regular basis. The Facilities Manager position is a 10-month appointment with additional responsibility for Desk Receptionist selection and spring and fall manager training.

## **QUALIFICATIONS**

Facilities Managers should have at least two years of previous work experience, demonstrating good organizational and management skills. FMs should have junior, senior, or graduate standing with the University, and need to maintain a cumulative grade point average of 2.50. Residency in the residence halls is also required.

## **GENERAL RESPONSIBILITIES**

FMs are responsible for the day-to-day operation and administration of their designated building. Responsibilities include, but are not limited to, supervision of desk operations, monitoring the occupancy of their building, monitoring maintenance and custodial concerns, and assisting other departmental and university employees in on-going development efforts in their buildings.

## **DEPARTMENTAL RESPONSIBILITIES**

FMs will at times take part in wider operations and activities associated with the administration of the residence halls and university apartments. They are expected to meet regularly with various departmental representatives and maintain good working relationships with their peers and colleagues. They may be assigned specific duties to assist with on-going projects in the residence halls. They also participate in a daily, year-round rotating duty schedule.

## **I. Facilities Management**

- a. Serve as a liaison between Facilities Services, building staff, students, and the Coordinator of Operations, Business Operations & Facility Services.
- b. Tour building twice weekly to monitor facilities. Schedule biweekly tours with the Hall Director.
- c. Monitor the progress of special projects and report to the Hall Director and/or the Coordinator of Operations, Business Operations & Facility Services.
- d. Assist the Hall Director in recommending capital improvements.
- e. Communicate with building staff and students regarding physical maintenance and cleanliness concerns.
- f. Be familiar with TMA, the on-line work order request system, and educate staff and residents about using the system
- g. Report and follow up on all maintenance concerns. Monitor work orders; submit billing information to Hall Director as directed
- h. Conduct regular key inventories and maintain appropriate records.
- i. Administer lockout and loaner key policy
- j. Assist the Hall Director, Coordinator of Operations, Business Operations & Facility Services, and Assistant Director for Student Staffing & Training with other tasks and duties as assigned.

## **II. Supervision of Front Desk Operations**

- a. Order and maintain desk supplies.
- b. Organize and maintain all desk logs.
- c. Develop and implement appropriate policies and procedures for desk and mailroom.
- d. Supervise Desk Receptionists and Mail Clerks. Schedule, maintain employee records, train, evaluate, and hire desk staff.
- e. Provide input and assistance as needed with visitation programs.

## **III. Building Responsibilities**

- a. Actively promote staff unity.
- b. Attend all in-hall, team, and Manager staff meetings.
- c. Consult with Hall Director on a regular basis.
- d. Assist Hall Director with Opening and Closing procedures.

## **IV. Departmental Responsibilities**

- a. Interpret and enforce University and Residence Life policies.
- b. Act as a liaison to other University offices, such as Facilities Services, Payroll, etc.
- c. Participate in FM, AM, and DR selection.
- d. Participate in selection of Residence Life professional staff.
- e. Serve on Departmental and University committees as assigned by the Hall Director.
- f. Assist in organizing and presenting DR training.
- g. Actively participate in Manager training.
- h. Participate in RA training as assigned.
- i. Participate in selection of future Managers.
- j. Participate in the FM/AM duty rotation.

## **REMUNERATION**

Facilities managers will receive as compensation room, meal plan, plus a financial stipend of \$3,810.00 to be paid in bi-weekly installments during the academic year. Summer compensation may vary and is in addition to the compensation received for the academic year.