Date: \_\_\_3/2022\_\_\_\_\_\_\_ 220222022222022\_\_\_\_\_\_\_\_\_\_

**CORNELL UNIVERSITY**

**STAFF POSITION DESCRIPTION**

**General Information**

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| **Position General Information:** New Hire/New Position Update to Current Position |

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| Current Incumbent, if any: |  | | Position #: |  | |
| University Job Title: | Superintendent | | Pay Band: | G | |
| Working Title (if different): | Zone/Operations Facilities Manager | | Exempt: | Nonexempt: | |
| Department Name: | Facilities Management | | Dept Code: |  | |
|  |  | |  |  | |
| Immediate Supervisor’s Name: | |  | | | |
| Supervisor’s University Job Title: | | Zone Facilities Director | Pay Band: | |  |
| Working Title (if different): | |  | | | |

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| **Culture of Inclusion and Community Standards**: Skills essential for individual and organizational success. |
| [REQUIRED] As a university founded to be a place where “…any person can find instruction in any study,” diversity and inclusion are at the core of our values and mission. We strive to be a welcoming, caring, healthy, and equitable community where students, faculty, and staff with different backgrounds, perspectives, abilities, and experiences can learn, innovate, and work in an environment of respect, and feel empowered to engage in any community conversation. As a member of the Cornell University community, it is important to recognize our shared responsibility to each other to cultivate a culture of inclusion for all. [Cornell Core values](https://www.cornell.edu/about/values.cfm)  [REQUIRED] As a people manager and university leader you will model and support a culture of diversity, equity, inclusion, and wellbeing by fostering an environment where everyone has the ability to thrive and navigate work and life’s challenges because they feel like they belong and have the tools and support they need.    [REQUIRED] While position responsibilities vary greatly, the Skills for Success and Leadership Skills for Success are foundational to what is expected of every employee and leader working at Cornell.  These skills are essential for individual and organizational success. [Staff Skills for Success](https://hr.cornell.edu/professional-development/performance-0/skills-success); [Leadership Skills for Success](https://hr.cornell.edu/professional-development/performance/leadership-skills-success) |

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| **Department Background:** Provide a brief overview of your department/unit. |
| [OPTIONAL] College/Unit Statement  [OPTIONAL] Department Statement  [OPTIONAL] Function Statement |

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| **Rewards and Benefits**: Highlight the unique benefits offered by Cornell and specifically to the position. |
| Competitive compensation, generous time-off, and great benefits …[More on Cornell Benefits](https://www.hr.cornell.edu/benefits/) |

**Position Summary**

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| **Position Summary**: Explain the purpose for the position and summarize the responsibilities to include in job ad. |
| [REQUIRED] While position responsibilities vary, all people leaders are expected to foster a culture of belonging and a psychologically healthy work environment by being trustworthy; respecting all individuals; being flexible; supporting work/life integration as well as healthy boundaries; inviting new ideas, alternatives, and perspectives; speaking up and taking action if others are being excluded or treated inappropriately; and recognizing the contributions of others.    [OPTIONAL] Campus Collaboration  [OPTIONAL] Success Factors  The Senior Zone/Operations Facilities Manager (ZFM) provides leadership in a team-oriented participative management environment for delivery of preventive and corrective maintenance, planned maintenance projects, and College/Unit-funded minor construction. The ZFM will coordinate and supervise the activities of multiple skilled trades staff including maintenance assistants, and maintenance mechanics, serving also as a coach/mentor. The ZFM will oversee and collaborate with other ZFMs, both inside and outside of their zone, to ensure productivity, consistency, quality, and efficiency expectations are being met. The ZFM will proactively manage regular strategic communications with the ZFD, Maintenance Planners, Asset Management and Logistics, Facilities Management (FM) Operations, Building Care Associate Directors and Managers, and our campus partners about scope, schedule, budgets, and solicit feedback about customer satisfaction.  The ZFM works with FM staff as well as College/Unit facilities staff to proactively understand their facilities problems and needs. They will develop work schedules and provide emergency assistance and response to maintenance needs. They will exercise stewardship in maintenance that models the goals of Facilities and Campus Services and the University. Will manage proactive and strategic communications and collaborations with multiple stakeholders to define and implement initiatives and efficiencies while forecasting needs when possible.  Serve as a primary representative for the ZFD to support the goals and initiatives of FM by providing maintenance services. Observe and enforce compliance with work rules, safety policy, Building Trades Council, and United Auto Workers contracts. Provide strategic leadership for a multi-trade team of employees, including full supervision responsibilities such as performance management, staffing management, coaching, and work assignments.  Ours is a values–based organization where all employees are accountable for supporting the organization’s values of truth, respect, excellence, teamwork, and integrity. Employees are required to attend staff development trainings and participate in the performance evaluation process. |

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| **Required Qualifications:**Specify required minimum equivalency for education, experience, skills, knowledge, etc.  **Position Competencies/Skills:**Job related knowledge, skills, abilities, and behaviors that contribute to success. |
| * [REQUIRED] Experience in and/or demonstrated commitment to supporting diversity, equity, access, inclusion, and wellbeing.   **(Pick List Items – REQUIRES a selection of at least one):**   * Demonstrated skill in understanding of cultural differences. * Proven experience connecting diversity, inclusion, and wellbeing practices to business goals. * Bachelor's degree or equivalent; 5 but less than 7 years of experience or equivalent; or equivalent combination of education and experience. Demonstrated experience managing project work as well as proficiency with University policies and procedures. * Experience in work site safety programs, hazardous materials protocols, building codes, maintenance and construction work processes and information flow protocols. * Aptitude and proven ability to effectively manage and provide strategic leadership for a large group of employees in a highly diverse environment. * Strong, proven interpersonal, organizational & communication skills (both written & verbal) with the ability to proactively manage partnerships and strategically manage multiple priorities while working under pressure. * Experience in project estimation, cost analysis, and/or budget planning. Demonstrates sound judgment in decision making. * Have or be able to obtain OSHA 10 certification. * Have or be able to obtain licenses required for the State of New York, Town of Ithaca, and City of Ithaca. * Experience with Microsoft Office: Outlook, Word, Excel, PowerPoint * Must have and maintain a valid driver’s license; may be required to operate a motor vehicle (your own vehicle or Cornell-owned) to travel to/from job sites. |
| **Preferred Qualifications:** Specify preferred specialized education, field and/or certifications. |
| * Bachelor’s degree in construction technology or related field. * Experience in Higher Education environment including research, teaching, agriculture, athletic, and residential facilities. |

**Position Responsibilities**

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| **Position Responsibilities/Essential Functions:** List the responsibilities and estimate percentage of annual time spent on each responsibility. Include only the essential functions that are fundamental and necessary to the position. | |
| [REQUIRED] List each responsibility and associated percent totaling 100% | Approximate % of time, Annualized |
| **Leadership**  Provide leadership and supervise employees who perform work on all buildings and facilities in Maintenance Zones on the Cornell campus. Instruct and supervise personnel; prioritize, assign, schedule, coordinate and review job assignments. Inspect work sites to ensure staff is working safely, efficiently and that work products are of appropriate quality.  Provide strategic leadership and supervise General Forepersons, Forepersons, and Lead Maintenance Mechanics responsible for assisting with day-to-day operations. Provide leadership and support to build and maintain a positive union/management team effort.  Select, promote, reward, discipline, and terminate all regular full time and temporary employees, apprising ZFD and FCS Human Resources timely. Serve as a strategic leader and role model for developing effective and engaged team environment; provide advice and guidance to team members on complex issue and priorities. Proactively manage issues to avoid escalation, creating/supporting a respectful and welcoming environment for team members across all zones. Serve as a coach/mentor to direct reports providing professional development that supports staff interest as well as division-wide succession plans. Provide leadership and ensure implementation of procedures to improve overall crew morale and build team spirit in all areas, to assure they are effective, productive, and fiscally sound. Build, maintain and shape the culture/climate by cultivating effective relationships among internal and external constituents to achieve objectives.  Evaluate staffing levels and make recommendations based on work demands. Coordinate and endorse requests for labor with other units of Facilities Management to determine appropriate staff levels including the hire and layoff of temporary tradespersons as appropriate, keeping ZFD informed.  Manage administrative functions including Workday, work orders, change orders, material procurement, purchase orders, equipment rentals, subcontracts, and training records and other required documentation. Manage equipment and tools by analyzing business needs and identify necessary resources; oversee shop inventories; recommend equipment purchases and coordinate equipment repairs.  Ensure all required record keeping, such as human resource documentation, training certifications, municipal inspections, MSDS, job warranties, operation and maintenance manuals, regulatory and compliance documentation, and other regulated materials are documented. Address and resolve non-compliant documentation issues which may result in addressing individual performance. Partner with leadership to identify, recommend, and implement best practices. | % |
| **Maintenance and Repair Management**  Partner with and work closely with FM and Unit staff to establish project scope, schedule and budget for work that will be done by in-house staff. Frequently seek input from campus partners on performance and take action as appropriate to deliver high quality service. Develop and improve efficient processes for reception and triage of service requests.  Make daily decisions and communicate appropriately with ZFD and campus partners regarding resource schedules and budget. Plans, assign and review work; provide guidance and advice on issues of best project delivery approach, personnel forecasting and staffing in collaboration with other zones.  Collaborate with other Zone/Operations Facilities Managers, Maintenance Planners, Building Care Associate Directors and Managers, and other stakeholders to ensure work productivity and efficiency expectations are being met.  Manage and provide leadership for department’s programs and projects through planning, scheduling, and prioritizing workloads; provide consultation and guidance regarding worksite activities and performance. Develop project plans, policy/procedures and quality control, ensuring compliance and best practices for project or service delivery. Proactively ensure and influence as necessary high-level stewardship as well as a holistic approach throughout project implementation.  Proactively and strategically communicate acknowledgement of work, job progress and completion ensuring alignment to University/FCS strategy. Prioritize communications to ensure strong university-wide relations with customers to provide effective guidance and communication, consult with various state and federal inspectors and agencies.  Manage and develop preventive maintenance programs, partnering with leadership to determine best approach.  Manage equipment and tools by analyzing business needs and identify necessary resources; oversee shop inventories; recommend equipment purchases and coordinate equipment repairs. | % |
| **Stewardship**  As a Senior ZFM, proactively and strategically develop an expertise for the facilities of units represented by the Zone and direct and lead daily maintenance activities. Serve as key resource for Unit Facilities Director(s), providing advice and guidance, responsible for ensuring work is completed in accordance with Cornell approval process and all applicable building codes. Manage, be responsible for, and report on the maintenance funding and budget.  Proactively identify current or future facilities matters and provide recommended solutions; observe and report campus wide issues representing a high level of stewardship. Recommend and advocate Facilities strategic initiatives to achieve desired outcome, working collaboratively with internal and external stakeholders; assist with efficient implementation while maintaining a collaborative culture and influence.  Partner with FM Asset Management and Logistics on establishment and implementation of Asset Management Plans and Preventive Maintenance programs. Partner with ZFD and Maintenance Planners (MPs) to perform building inspections and project/maintenance investigations. Become the primary resource for the zone to perform these services. | % |
| **Safety and training**  Provide strategic leadership on construction and renovation sites; inspect worksites to ensure safety compliance; address and resolve non-compliant safety issues. Ensure and execute safety in accordance with OSHA and University policies and procedures. Address and resolve non-compliant safety issues which may result in addressing individual performance. Partner with leadership to identify, recommend, and implement best practices for safety.  Ensure all personnel remain proficient in trade by coordinating training and other staff development opportunities. Lead and support Virtual Shops. Recommend and develop training plans, coordinate training with Facilities Management Training Coordinator. Coach and mentor employees in both technical skills and customer relations.  Recommend and develop training plans; perform employee training ensuring technical proficiency and safety in accordance with department goals and procedures. | % |
| **Other position-related responsibilities**  [REQUIRED] Participate in projects with occasional work responsibility falling above or below current classification.  [OPTIONAL] Other position related responsibilities | % |

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| **Position Leadership/Management Responsibilities:** For positions with responsibilities focused on managing the work of others and developing others. [REQUIRED FOR THOSE THAT SUPERVISE OTHERS] | | |
| Number of Direct Reports | \_ Exempt | \_ Nonexempt |
| Number of Indirect Reports | \_ Exempt | \_ Nonexempt |
| Number of Student/Temporary | \_ Exempt | \_ Nonexempt |

**Work Designation**

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| **Work Designation:** Assessment of position’s primary setting for performing work. Please select one. | | |
|  | Fully Onsite | Positions requiring 100% on-site presence  May be able to occasionally work remotely – business continuity |
|  | Hybrid Remote | Positions with the ability to regularly be performed at least partially remotely  Includes seasonal hybrid, variable hybrid, and consistent hybrid |
|  | Fully Remote | Positions within/outside of New York State which can be performed 100% remotely  May be asked to travel to campus periodically |

**Essential Working Conditions** (*after considering reasonable accommodations)*

**Physical (lift/carry/push/pull):** Choose an item.

**Visual:** Choose an item.

**Hazards:** Choose an item.