**Job Description Template for Non-Academic, Non-Represented Classifications**

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| **TITLE**  Director, FP&M Grounds and Custodial Services | | **DATE 2/19/2014** |
| **ECLASS**  30 | **EEO**  30 | **PCLASS** MF101 |
| **GROUP 30** | **SALARY BAND F** | **FLSA E (Exempt)** |

**JOB PURPOSE**

Directs, plans and oversees all grounds and custodial services over the University campus. Responsibility includes approximately 100 buildings, more than 200 acres of grounds and oversight of a workforce of approximately 250 employees. Oversees grounds and custodial work through directing the activities of Associates Directors and Supervisors, who in turn assign and monitor work of assigned staff (including temporary and student employees), with the goal of sustaining a safe, comfortable, functional and clean environment for the campus community and reliable and cost efficient grounds and custodial services for the University.

**ESSENTIAL FUNCTIONS** (Begin with most important at top)

Operations Management: Direct overall grounds and custodial operations while adhering to University guidelines, enforcing policy and procedures and bargaining unit contracts, and holding staff accountable for performance. Conduct regular work area assignment inspections to ensure standards of performance are achieved. Resolve problems and work with customers to administer services and/or solutions required by customers. Stay up to date with industry trends and advise senior management, as needed, on opportunities to increase the efficiency of the Department. On call 24 hours daily, seven days a week. Position is considered essential personnel.

Budget and Resource Management. Direct, plan and oversee the grounds and custodial operating budgets, totaling approximately $10 million. Monitor, review and approve departmental expenditures. Interpret University priorities and allocate department resources. Establish equipment needs and maintain equipment in a responsible manner.

Workforce Management: Maintain sufficient staffing levels of department within constraints of operating budget. Evaluate and determine the need to outsource for services as required. Develop assignments and scheduled activity for employees within area of responsibility. Develop staffing plan and schedules for special events.

Staff Development: Manages, mentors and coaches the Associate Directors, Managers and Supervisors responsible for grounds and custodial services within his/her area of responsibility. Support management staff with continued education, product demonstrations and one-on-one training.

Quality Service: Continuously improve the quality of services provided by motivating and empowering employees, implementing new technology and revising processes and procedures to improve individual and team effectiveness. Monitor results and invite customer feedback to ensure customer satisfaction.

Vendor Management: Oversee selection of outside vendors; maintain and enforce associated RFPs, purchase orders, contracts, and budgets. Manage the implementation of all contractual agreements including but not limited to time and materials agreements, vendor services, and consulting services.

Labor Relations: Administer collective bargaining agreements. Participate in negotiating contracts with three (3) separate unions. Responsible for administering and overseeing employee discipline, grievance hearings, and arbitration hearings in accordance with University labor relations procedures. Monitor compliance with University policy and procedures.

Health & Safety: Work closely with other FP&M departments, Environmental Health and Safety and all customers to ensure health and safety of the workplace and compliance with all legal requirements of MIOSHA or related agencies.

**WORK CONTEXT**

***This grid characterizes the position scope.***

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| Job Reports to | Senior Director |
| Leadership Accountability | Develops policy and strategic plans |
| Supervisory Accountability | Supervises through management personnel |
| Organizational Accountability | Manages department |
| Financial Accountability | Manages operating budget |
| Customer Accountability | Interfaces with officials and executives |
| Freedom to Act | Operates with significant autonomy |

**MINIMUM QUALIFICATIONS**

Education: Bachelor's degree

Bachelor's degree from an accredited college or University in business management, hospitality management, horticulture, or related degree. Master's degree preferred.

Experience: Expert (established subject matter expert, 7+ years experience)

Minimum 7 years of supervisory experience in a fast-paced environment with independent decision making skills. Experience required in Grounds and Custodial Operations. Experience in monitoring and controlling a significant operating budget. Experience in union environments highly preferred. Experience maintaining a vehicle fleet with proper maintenance and record keeping.

**KNOWLEDGE, SKILLS AND ABILITIES**

SUPERVISORY SKILLS: Ability to delegate work, set clear direction and manage workflow. Strong mentoring, management, and budgeting skills. Ability to train staff and develop subordinate's skills. Ability to foster teamwork among staff members.

FINANCIAL SKILLS - Understanding of basic finance, accounting and cost analysis. Ability to develop and manage a budget. Ability to develop justifications for funding requests.

COMMUNICATIONS SKILLS - Ability to interact and articulate sensitively with students, faculty, staff, and administrators in a multicultural and diverse community. Excellent written and oral communication skills.

ANALYTICAL SKILLS - Ability to compare, contrast and quality check work with a keen attention to detail. Strong analytical skills including critical thinking and problem solving. Ability to analyze and interpret contract language.

TECHNOLOGY SKILLS - Proficient in the use of automated systems, Microsoft Excel and other Microsoft Office tools.

ORGANIZATIONAL LEADERSHIP SKILLS - Ability to plan and set strategic direction for program development. Must be an effective communicator capable of communicating to both subordinates, peers and upper management as required.