



<b>TITLE</b> Associate Director, FPM Process and Service Improvement		<b>DATE</b> 8/21/2012
<b>ECLASS</b> MA	<b>EEO</b> 30	<b>PCLASS</b> ME101
<b>GROUP</b> 30	<b>SALARY BAND</b> E	<b>FLSA</b> E (Exempt)

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### **JOB PURPOSE**

Anticipate the needs of and provide counsel and principal management support to the Associate Vice President of Facilities Planning and Management. Manage and oversee assigned programs and projects designed to achieve unit goals and objectives with a focus on performance and customer service improvement. Serve in liaison capacity to internal and external contacts and represent the Associate Vice President as directed.

### **ESSENTIAL FUNCTIONS**

As a member of the AVP's senior management team, lead the development of team agendas, action plans and steer the formulation of FP&M policies and processes. Provide leadership, guidance and assistance to reporting department directors, managers, and supervisors to achieve desired outcomes of assigned program initiatives.

Evaluate current policies, procedures and business processes and re-engineer and propose improvements for the overall operational performance and customer service of FP&M departments. Monitor and ensure progress in achieving AVP inspired initiatives.

Manage projects by setting goals and objectives, create performance expectations and encourage others, develop quantifiable measurements, and prioritize own workload to meet strict deadlines in an environment of multiple projects and changing priorities.

Develop, analyze and provide information including key performance indicators, reports, data, financials, project status tracking, etc. Implement effective business practices and processes, and ensure actions are taken to achieve and maintain necessary performance outcomes.

Serve as liaison representing the office of the Associate Vice President. Provide information relating to problems, service requests, projects or department procedures to senior management team, university S/C/D, and others conducting business with the university.

Represent the AVP on various University and external committees; coordinate related committee activities and FP&M resources supporting special events ensuring adherence to University policies, procedures and assigned program initiatives.

Assist in coordinating personnel actions of FP&M staff, approximately 365 FTE's. Possess signature authority for human resources and business transactions and oversee that documents are in compliance with University policies and procedures.

Interact with staff, Building Coordinators, central and academic administration, faculty and students to maintain effective communications with the campus community to ensure improved services and by maximizing FP&M's contribution to WSU's strategic and urban missions. Deal with issues and subject matter in ways that sometimes requires considerable sensitivity, discretion, judgment, or negotiation in replying to inquiries, and/or presenting or requesting information.

Manage part time and full time clerical support staff. Hire, train, evaluate and discipline assigned staff. Monitor workflow to optimize operational efficiency.

Assist in the establishment of training and orientation programs for FP&M staff on responsibilities, practices, policies and procedures.

Flexibility to work evenings and weekends.

Perform related duties as assigned.

#### **WORK CONTEXT**

Job Reports to	Vice President/AVP/Dean
Leadership Accountability	Develops policy and strategic plans
Supervisory Accountability	Supervises through management personnel
Organizational Accountability	Manages department
Financial Accountability	Monitors expenditures
Customer Accountability	Interfaces with officials and executives
Freedom to Act	Operates with significant autonomy

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#### **MINIMUM QUALIFICATIONS**

Education: Bachelor's degree

*Additional Education Information:* Bachelor's Degree in Business Administration or equivalent combination of education and experience. Master's Degree Preferred.

Experience: Experienced

*Additional Experience Information:* Minimum 10 years of management experience, preferably in a highly complex, integrated organization. Demonstrated ability to provide management support at the executive level and experience in program/project management.

Familiarity with University policies and procedures.

Prior experience in a higher education, facilities and construction management setting highly preferred.

#### **KNOWLEDGE, SKILLS & ABILITIES REQUIRED**

ORAL COMMUNICATIONS: Can apply effective interpersonal skills to provide service. Can respond effectively to most sensitive inquiries or complaints. Speaks clearly in positive or negative situations.

INTERPERSONAL SKILLS: Experience interacting with members of diverse constituencies. Experience developing effective relationship-strengthening and communication strategies. Has the ability to handle pressure situations, including dealing with sensitive and confidential human relations situations.

WRITTEN COMMUNICATIONS - Writing and presentation skills to persuasively and successfully express ideas, particularly in another's voice.

ADMINISTRATIVE SKILLS - Ability to work independently. Self starter. Can adjust daily workflow to accommodate changing priorities.

ANALYTICAL SKILLS - Skilled as conceptual thinker, inquisitive problem solver. Has the ability to conduct independent research. Has the ability to analyze accounting, financial or other data, and business practices and processes for performance improvement and service effectiveness opportunities; review and verify data in hard copy or electronic form; detect errors and discrepancies.

ORGANIZATIONAL SKILLS - Ability to prioritize and plan work activities, adapting to ever-changing conditions. Can perform work with close attention to detail. Strong organizational skills and ability to work with established deadlines and under pressure.

COMPUTER SKILLS - Proficiency in Microsoft Office Suite. Demonstrated ability to utilize various software applications to generate complex spreadsheets and manage databases. Sufficient working knowledge of Banner and its reporting systems and CMMS software.

PROJECT MANAGEMENT- Ability to independently manage a variety of projects while ensuring appropriate tracking, quality control, follow-up and multiple deadlines are met. Ability to assign, manage and accomplish work through others.