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| P1C1T1#yIS1 | **MPP Position Description** |

**Name: Working Title:** Assistant Director for Housing Facility Operations

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| **Classification:** | 3318 |

**Department:**  Student Housing and Residential Life

# PART I – STATEMENT OF DUTIES AND RESPONSIBILITIES:

Relationships:

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| Reports to: | Associate Director for Housing Facility Services |

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| Subordinate Staff: | Custodial Lead, Grounds Lead, Custodial, Grounds and Mailroom Staff |

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| Internal Contacts: | Physical Plant Management, Facilities Planning, Purchasing, Student Housing Staff members and Leadership Team |

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| External Contacts: | Outside Vendors |

Scope of Functions and Responsibilities:

Assistant Director for Housing Facility Operations supervises the day-to-day operations of the housing grounds, custodial and mailroom staff. This supervisory position creates, implements, and monitors processes for work completion, conducts inspections, and plans and implements preventative maintenance and other processes related to the facilities area. The Assistant Director for Housing Facility Operations works cooperatively with all Housing staff in support and implementation of the CSUN mission.

This Assistant Director for Housing Facility Operations supervises, trains, assigns, reports time, and evaluates the performance of subordinate staff. This position has direct supervisory responsibility for two Leads and twenty full-time, permanent staff members. This position provides input for an annual budget in excess of 5 million dollars. The position assists the Associate Director in planning and implementing an aggressive schedule of facilities upgrades, preventative maintenance, and construction projects. This position is responsible for the transition of our residential facilities for use by Conference Services and the transition from the summer for student use each Fall term. The Assistant Director is responsible for coordinating all necessary tasks involved in opening and closing our residential facilities. The Assistant Director assumes full range of management duties and program responsibilities in the absence of the Associate Director.

Duties and Responsibilities:

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| **II.** | **ESSENTIAL DUTIES AND RESPONSIBILITIES** | **Priority Weight Assigned** |
| **A.** | **Supervision** | **45%** |

1. Directly supervises the Custodial Services Lead, Grounds Keeping Lead, 11 Custodians, 3 Laborers and two mailroom staff. Includes selecting, training, directing, and evaluating work and developing performance goals.
2. Coordinates hiring and performance review procedures for supervised staff. Including chairing search committees and/or advising search committee chairs. Responsible for recruiting for positions, as well as insuring necessary paperwork is completed that is associated with the recruiting process.
3. Assists with identifying goals and objectives for Housing/Facilities Services.
4. Develops, approves, and revises work schedules as needed to ensure area efficiency and to meet

the operational needs of the housing program.

1. Works with contracted service providers scheduling and inspecting work completed (i.e. cleaning crews for summer transitions)
2. Serves as on-call manager for the department on a regular basis and is available via cell phone 24/7.
3. **Maintenance Operations Planning 25%**
   1. Schedules and operates various assigned projects occurring during the academic year and the corresponding breaks.
   2. Serves on the Unit Managers Housing Leadership Team.
   3. Supports the Associate Director for Housing Facility Operations in reviewing and approving project specification documents.
   4. Works collaboratively with the Associate Director in the development of effective systems, processes, and staffing structures to increase efficiency and meet department needs.
   5. Creates short- and long-term goals for the supervising areas in conjunction with the

Associate Director for Housing Facility Operations. Monitors progress and provides regular updates and reports.

1. **Budget** **10%**
   1. Monitors the maintenance operational budgets. Responsible for all purchases for maintenance operations: equipment, supplies, uniforms.
   2. Advises Associate Director for Housing Facility Operations during the annual budget Process: Including forecasting, budget reduction strategies, mid-year review and reconciliation.
   3. Assists Associate Director for Facility Operations with developing and administering operating, capital projects and long-range schedules.
2. **Long-Term Planning & Construction 10%**
   1. Assists in administration of facilities short- and long-term strategic planning.
   2. Provides input regarding infrastructure and maintenance on all aspects of construction projects.
   3. Makes recommendations regarding staffing model as well as preventative maintenance schedule, service agreements, equipment, supplies, products, etc., based on best practices.
3. **Other Duties and Support Functions 10%**
   1. Participates on department and university committees, and in regional, state or national organizations related to facility operations of a comprehensive housing program.
   2. Participates in Residential Life professional and paraprofessional staff training to educate staff about Facility Operations as well as respond to suggestions and concerns.
   3. Serves as a member of CSU Northridge Emergency Response Team.
   4. Reviews the status of job tasks and responsibilities with the Associate Director for Facility Operations on a regular basis.
   5. Recommends changes and improvements to work systems and procedures.
   6. Performs other duties as assigned by management.
4. **MANAGEMENT RESPONSIBILITIES**
   1. Recommends initiatives and changes to improve quality and services for unit/department/division/university.
   2. Works with other units/departments/divisions/colleges to coordinate workflow and activities to ensure a seamless operation.
   3. Identifies and determines the cause of problems; develops and presents recommendations for improvement of established processes and practices; initiates and implements plans to solve problems.
   4. Maintains contact with customers and solicits feedback for improved services.
   5. Maximizes productivity through use of appropriate tools; develops resources that create timely and efficient workflow; develops and recommends budget.
   6. Prepares progress reports, informs supervisor of project status and deviation from goals; prepares activity reports for management guidance.
   7. Ensures completeness, accuracy, and timeliness of all areas of responsibilities functions.
   8. Develops, communicates, and maintains guidelines and procedures to support functions of service group/division/university.
   9. Operates department/unit/division/area as a team.
   10. Maintains dignity and self-control in difficult situations.
   11. Must be able to work alternative work schedule including weekends and some holidays
5. **MANAGERIAL STANDARDS**
   1. Refer to Management Personnel Performance Standards.
   2. It is expected that a manager demonstrates an open, participatory, team-oriented management style; flexibility regarding changes; the ability to articulate ideas clearly, both orally and in writing; to listen accurately; to establish rapport with people from diverse backgrounds; to

maintain dignity and self- control in stressful situations, and be objective about personal strengths and limitations.

1. **SUPERVISORY RESPONSIBILITIES**
   1. Directly supervises employees.
   2. Responsibilities include interviewing, hiring, and training employees. Planning, assigning and directing work. Appraising performance. Rewarding and disciplining employees. Addressing complaints and resolving problems.
   3. Carries out responsibilities in accordance with university policies and applicable laws.

Qualifications: (*this section to be used only when a search is going to be conducted*):

# SIGNATURES:

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| Employee: | Date: |
| Supervisor: | Date: |
| Dean/Director: | Date: |
| Pres/Vice Pres: | Date: |