



Job Description

Job Title: Senior Manager – Facilities Support Services

JTC: CQC

Salary Range: N06

FLSA: Exempt

Since 1965, we have served more than 3 million students. Dallas County Community College District (DCCCD) is one of the largest community college systems in the state of Texas, which includes seven independently accredited colleges located around the Dallas/Fort Worth area.

POSITION SUMMARY

Provides guidance and leadership in the delivery of services based on functional area of focus ensuring that organizational/district initiatives are met.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

Demonstrates knowledge of policies and procedures that affect clients and/or employees, applying them fairly and consistently; ensures compliance with local, state and federal laws and regulations; and applies best practices that are in direct support of the overall vision, mission and goals of the organization and/or district. Is knowledgeable about and can clearly represent own area of responsibility, seeking new knowledge and tools to advance the objectives of the organization.

Cultivates alliances across internal and external boundaries in order to build and maintain strong working relationships. Acts as a trusted advisor, inspires confidence and models integrity in decisions, communication and treatment of all individuals internal/external to the college community. Protects the privacy and confidentiality of employees, students and others. Creates a work environment that embraces and appreciates diversity. Enables employees and/or students to grow and succeed through positive feedback and instruction.

Maintains consistent and positive customer relations, responding to internal/external customer inquiries in an efficient and timely manner. Demonstrates an understanding of diversity and values differences. Promotes positive staff, customer and community relations by communicating organizational and departmental plans and priorities on a regular basis.

Able to gather, compile, and analyze data/information and prepare reports as requested. Detail oriented with the ability to manage multiple assignments and projects, create detailed actions plans, as well as the ability to adapt to changing priorities, deadlines and directions.

Clarifies and communicates performance expectations, objectives and roles, effectively transmitting ideas, instructions and information through clear, concise written and verbal communication. Makes decisions that are based on thorough analysis of issues and uses sound judgment. Must have strong interpersonal skills and the ability to effectively communicate with a wide range of individuals and constituents in a diverse, multicultural college community. Must be able to provide excellent customer.

PHYSICAL REQUIREMENTS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is occasionally required to stand, walk, sit, push, lift, dig, haul, pull, reach, carry, grasp, squat or stoop, bend and twist the body while performing essential duties, use hands tools or controls, reach with hands and arms, climb stairs, talk or hear. The employee must have the ability to occasionally lift and/or move up to 50 pounds. Specific vision abilities required by the job include ability to distinguish the nature of objects by using the eye.

MINIMUM KNOWLEDGE AND EXPERIENCE

Associate degree plus three (3) years of experience in at least two (2) of the facilities areas managed by this position. Two (2) years of supervisory experience of full-time facilities staff. Requires a valid driver's license to enable travel within the college/location service areas to various off-site locations. Official transcripts will be required and proof certifications. *** Will be subject to a criminal background check. Some positions may be subject to a fingerprint check. ***

ESSENTIAL DUTIES AND RESPONSIBILITIES

Manages the day-to-day operations and assigned staff of assigned areas; scheduling and approving work schedules. Applies broad, cross-functional knowledge and management of all assigned functional areas. Assures optimal operation of all buildings, grounds and systems within assigned area. Ensures compliance with college and DCCCD processes, procedures, guidelines, initiatives and directives in all areas assigned to the position.

Coordinates the completion of work orders, estimation of materials, labor costs and equipment needed and ordering materials and supplies. Provides oversight of multiple trade and maintenance services provided by outside contractors and vendors servicing assigned areas of responsibility; setting expectations for completion dates, costs, quality and service, monitoring to ensure compliance with contract specifications.

Evaluates operational processes; measuring outcomes to ensure desired results; identifying and capitalizing on improvement opportunities; promoting a customer-focused environment. Creates models and maintains an environment that provides customers with desired products, services, and experiences. Coordinates appropriate training to staff in assigned areas. Ensures safe work practices for all areas supervised. Displays the highest ethical and professional behavior in working with students, college staff, and outside agencies associated with the college.

Ensures appropriate maintenance of records, the preparation of reports and requisitions for all areas assigned. Maintains quality control standards in all areas assigned. Resolves challenges that surface from daily operations. Responsible for assigned budget allocation and assists in yearly budget preparation with administrative staff by providing insight, input and expertise. Primary liaison with contracted services for assigned areas. Responsible for determining and implementing specific training needs based on specialized area(s).



Must complete required DCCCD Professional Development training hours per academic year. Must have excellent communication skills and the ability to interact with diverse internal/external stakeholders and constituents within the DCCCD community network.

Supervisory: Responsible for the selection, training, coaching, development and evaluation of assigned full time staff.

Performs other duties as assigned.

The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job and shall not be construed as a declaration of the total of the specific duties and responsibilities of any particular position. Incumbents may be directed to perform job-related tasks other than those specifically presented in this description. Position requires regular and predictable attendance.