

POSITION SPECIFICATION

Director of Facilities Services and Grounds Maintenance Office of Facilities Services

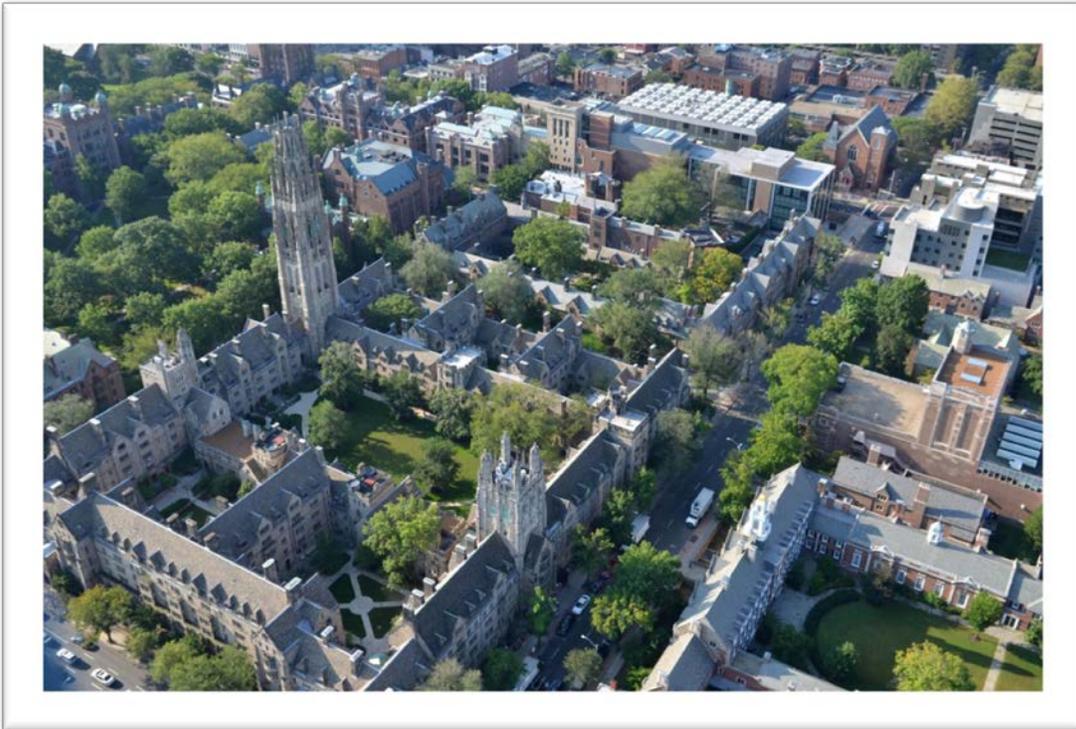


Photo Courtesy: Yale University/Michael Marsland

**Yale University
New Haven, CT**

Yale University & the Office of Facilities Services

[Yale University](#) is a major private, independent research institution comprising Yale College, the Graduate School of Arts and Sciences, and 10 professional schools and programs, educating more than 12,000 students in Fall 2013. Complementing the schools are a wide array of arts, cultural, and athletic



Photo Courtesy: Yale University/Michael Marsland

programs and facilities, including one of the world's most extensive library systems and three major museums: the Yale University Art Gallery, the Yale Center for British Art, and the Peabody Museum of Natural History. The university employs 4,171 faculty and 9,469 staff.

Yale's Central, West and School of Medicine campuses cover more than 1,000 acres within the greater New Haven, Connecticut, area and include more than 440 buildings, encompassing 16.7 million square feet of space. Today nearly 5,000 undergraduate students live on campus; the university plans

to build two new residential colleges by August 2016, which will allow for the admission of about 200 more undergraduates each year.

[The Office of Facilities Services](#) serves the university's Central, Medical and West campuses and other university satellite facilities and is responsible for the maintenance and operation of existing campus buildings as well as the planning, design and construction of new buildings. The Office is comprised of Facilities Operations (repairs and maintenance, custodial and site services, landscaping and maintenance services, utilities and energy management, engineering services, 24/7 operations and support) and Facilities Planning and Construction (facilities master planning, capital project formulation, design review, construction, project management).

Facilities Operations

Central Services: Provides 24/7 oversight of buildings and facilities through a centralized control room. The control room staff monitors energy systems to insure facilities are operating at the correct heating, cooling and lighting levels. In addition, this group maintains a 24/7 Call Center to address customer requests including maintenance and repairs as well as condition complaints (too hot/too cold). The staff in the Call Center is responsible for creating work orders and dispatching repair services as well as customer follow-up and communication.

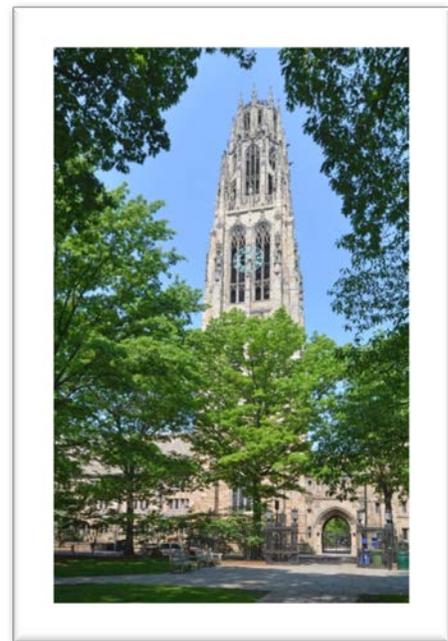


Photo Courtesy: Yale University/Michael Marsland

Facilities Operations (cont'd.)

Building and Facilities Operations: Responsible for daily upkeep and operations of buildings. Led by a Facilities Superintendent, these groups have the responsibility for ensuring the buildings assigned are properly operated, cleaned, and maintained to serve the needs of the occupants. The Facility Superintendent is responsible for all facets of facility services within the assigned area and works closely with the area occupants to serve as a single point of contact for these services. The Facility Superintendent coordinates activities within the assigned area including:

- Custodial Services
- Maintenance & Repair
- Small Projects & Renovations



Photo Courtesy: Yale University/Michael Marsland

Grounds and Maintenance Services:

Provides grounds maintenance (landscaping, snow removal, waste collection, and recycling services activities) for all three campuses of university properties, including athletic fields, green roofs, historic trails and botanical gardens.

Physical Plant Trade Shops: Physical Plant represents the maintenance and repair trade shops. This mobile work force, provides skilled tradesmen including plumbers, electricians, HVAC mechanics, carpenters, locksmiths, masons and many others trades, who perform the ongoing maintenance and repair of the university buildings and systems.

These services are dispatched through Central Operations via the call center or Facilities Web Request (FWR).

Utility Services: Manages all aspect of the generation, distribution, and metering of energy for the all university campuses. The university's power plants include:

- The Central Power Plant (CPP) – Central Campus
- The Sterling Power Plant (SPP) – YSM
- The Central Utility Plant – West Campus

These plants generate and/or distribute steam for heating, chill water for air conditioning and electric power. These services are distributed to buildings through underground distribution systems. Also included in this group is the engineering support for the following areas:

- Energy Management & Conservation
- Technical Services
- Specifications and Guidelines
- Technical Documentation and Records

The Opportunity

The Director of Facilities Services and Grounds Maintenance provides leadership and supervision of facilities management teams providing grounds maintenance activities and building services for Yale's buildings, including grounds maintenance, waste management and custodial services.

He/she will direct and inspire a team of supervisors and staff to coordinate services with customers and service providers. The Director develops and implements training programs to include safety training, general education and sustainable programs and initiatives.

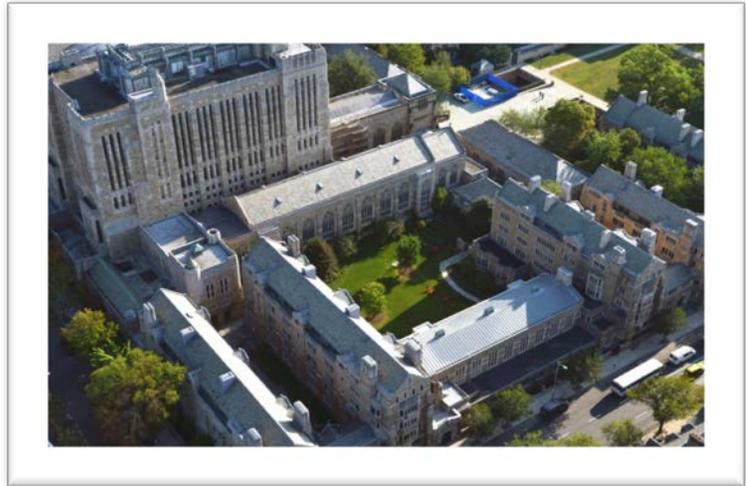


Photo Courtesy: Yale University/Michael Marsland

Yale's Sustainability Strategic Plan for 2013 to 2016 addresses areas where additional effort is needed, and includes a new model of cost effectiveness. The goals in the Sustainability Strategic Plan are intended to engage all members of the Yale community in advancing a more environmentally friendly, healthier, and financially robust institution. Developed with the input and insights of a steering committee and team of delegates, this plan sets forth goals and related objectives in five areas: energy and greenhouse gas emissions; natural and built environment; materials management; food and well-being; and sustainability leadership and capacity building.

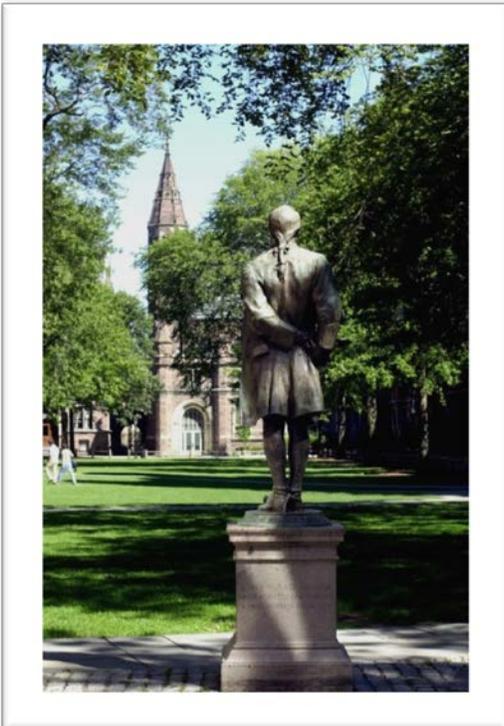


Photo Courtesy: Yale University/Michael Marsland

Additionally, the Director is responsible for policy and procedure protocols and emergency response for all weather conditions and natural disasters, such as snow, ice, wind, rain, tornadoes, hurricanes, earthquakes, and other events that might alter normal operating conditions on campus. The Director develops procedures and processes to continually improve service and quality.

As a member of senior leadership within the Facilities Department, the Director shall work cooperatively and effectively with the leadership of other Facilities organizational units such as Project Management, the unit responsible for planning, coordinating and implementing capital renovation projects within all Yale buildings. The Director will also have collaborative input with Plant Operations providing strategic advice to the Director of Operations.

Essential Duties

- Develops and incorporates innovative thought, technology, and best practices to continually improve upon how the organization functions and delivers services required to maintain and operate Yale’s buildings including preventive maintenance, emergency response, and support of special events and activities. Develops strategies and initiatives to meet the changing needs of the customer base through the use of various tools to include site visits, workflow analysis, metrics, surveys, and training programs.
- Develops and implements strategies for a large group of 34 supervisors and 300 Service & Maintenance (S&M) staff across all University campuses. Develops the team to become a self-directed work force and fosters a culture of teamwork with other University departments. Develops staffing plans as necessary and provides leadership for departmental initiatives to enhance staff development and performance management. Directs the performance process for supervisors and staff, evaluating performance, staffing needs, training, payroll, and employee/labor relations. Coordinates with the Business Office and Human Resources on the hiring of staff and maintains appropriate records. Fosters an environment that supports teamwork, empowerment and accountability of staff at all levels.
- Develops and implements sustainable landscape programs and initiatives and coordinates department activities with the University’s principals responsible for developing University sustainability strategies. Manages and leads various landscaping and construction projects. Plans and coordinates repairs, renovations and like activities. Consults as needed with other supervisors, trades people, planners, architects, and engineers for the timely and cost effective completion of work. Oversees the final cost estimates on services and repairs as needed. Reviews project requirements, determining the deployment of supervision and trades people, work methods and procedures, tools, equipment, and other materials needed.
- Exercises a high level of independent judgment and creative thought in directing, planning, development, and execution of services to implement plans to supporting University programs, activities, and events, to include, but not limited to, commencement, reunions and alumni events, opening and closing of school, summer programs and conferences, and athletic sporting events.
- Develops the budget for the assigned areas, including income and expense reconciliation, determines capital needs. Sets strategic initiatives in capital equipment acquisition, inventory review, obsolescence determination and new maintenance requirements such as additional space and equipment.
- Develops policy and procedure protocols and supervises emergency response for all weather conditions and natural disasters, such as snow, ice, wind, rain, tornadoes, hurricanes, earthquakes, and other events that might alter normal operating conditions on campus. The Director, Supervisors, and staff are considered essential staff and need to be on campus during such events.

Education, Training and Skills

Required

- Bachelor's degree in Facilities Management, Business Administration, Management or a related field and 10 years of experience. Comprehensive knowledge of facilities management principles, with particular emphasis in grounds, custodial and building operations, emergency services, and customer service.
- Demonstrated experience in a leadership position.
- Experience with software tools such as Microsoft Office, Timekeeping/Payroll and Maintenance Management.

Preferred

- Proven experience implementing organizational change.
- Experience participating in joint union labor/management initiatives.
- Certified Landscape Technician (CLT) or Facilities Management Certification (CFM).

Skills and Abilities

- Well-developed supervisory skills, including experience with performance management and feedback, and where necessary, experience with progressive discipline.
- Ability to produce management reports using business software (Microsoft Word and Excel).
- Outstanding attention to detail and customer service skills.
- Strong leadership and team building skills.
- Ability to work with all levels of staff, faculty, students, and visitors on campus.
- Strong problem solving skills.
- Ability to manage multiple projects and deadlines.
- Ability to make rapid and appropriate judgments during emergency situations.
- Excellent oral and written communication and presentation skills.

Additional Skills

- Proven ability to direct customer-focused teams providing grounds maintenance, building services and customer services. Proven ability to maintain, manage and prepare scheduling, word processing, and spreadsheet documents and reports.
- Proven ability to provide strong administrative management to assess and maintain staffing needs, deal with employee relations and service the needs of customers. Proven ability to manage and coordinate activities of staff engaged in planning and scheduling of work.
- Ability to make rapid and appropriate judgments during emergency situations. Knowledge of policy and procedural development regarding policy and procedure protocols and supervising emergency response services.
- Proven ability to manage multiple projects and deadlines. Ability to manage and lead various landscaping and construction projects and develop and implement sustainable landscape programs and initiatives.
- Proven ability in grounds, physical plant management, custodial service or facilities management. Comprehensive knowledge of facilities management principles, with particular emphasis in grounds, custodial and building operations, emergency services, and customer service.

Yale and New Haven, CT

New Haven has been home to Yale University for nearly three centuries. As a center for business and a mecca for the arts, New Haven is recognized as a city of innovation, culture and prosperity.

Approximately 20 square miles with nearly 130,000 residents and conveniently located between Boston and New York, New Haven is “large enough to be interesting, yet small enough to be friendly.”

New Haven is a great place to live, work, do business, and enjoy life. The city’s diverse offerings include culture, community and residential areas, and services.

Whether you live on or off-campus, the city’s diversity is apparent in its neighborhoods – ranging from quiet residential blocks to lively downtown streets. The city’s population combines the socioeconomic mix of a New England city with that of a global university.



Photo Courtesy: Yale University/Michael Marsland

New Haven is a vibrant and thriving city that abounds with cultural opportunities:

- World-class [museums](#) and [theaters](#), galleries, [libraries](#) and several symphony orchestras
- More than 120 distinctive [restaurants](#) featuring cuisines to tempt every palate
- Major special events and festivals throughout the year, especially during the summer
- Eclectic mix of shops and boutiques particularly in the city’s three [main shopping districts](#): Historic Chapel Street District, Broadway and Audubon

Transportation: [Tweed New Haven Airport](#), less than 10 minutes from downtown New Haven, is serviced by US Airways with daily flights to its hub in Philadelphia, with connections to national and international cities. New Haven is the 7th busiest [Amtrak](#) station in the country, with Metroliner and Acela service on the Northeast Corridor from Boston to Washington, D.C. [MetroNorth commuter trains](#) provide frequent service from New Haven to Grand Central Station, N.Y. Shoreline East, a commuter train operated by the State of Connecticut, serves the shoreline towns east of New Haven and links directly to MetroNorth trains. Many towns served by [Shoreline East service](#) have new stations and newly expanded parking lots, encouraging the use of train transit.

Additional Information

For more information about Yale University, please visit www.yale.edu

Yale University considers applicants for employment without regard to, and does not discriminate on the basis of, an individual's sex, race, color, religion, age, disability, status as a veteran, or national or ethnic origin; nor does Yale discriminate on the basis of sexual orientation or gender identity or expression.

Pre-Employment Requirements

All offers of employment extended to external candidates are contingent on successful completion of a background check. The background check includes a criminal history check, previous employment, verification of education as well as verification of social security number. Verification of motor vehicle, motor vehicle checks, and credit checks may also be required.

Compensation

Salary and benefits are attractive. One of the country's great workplaces, Yale University offers exciting opportunities for meaningful accomplishment and true growth. Its benefits package is among the best anywhere, with a wide variety of insurance choices, liberal paid time off, fantastic family and educational benefits, a variety of retirement benefits, extensive recreational facilities, and much more.

Applications

All candidate application materials and inquiries should be sent electronically (in Microsoft Word format and reference Yale University-Facilities Services and Grounds Maintenance in the e-mail subject line) to:

education@thehollinsgroup.com

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