



**DATE ISSUED:** 09/14  
**FLSA:** Exempt  
**PTO:** VCS

## **JOB DESCRIPTION**

### **TITLE**

Manager, Facilities Business and Support Services

### **JOB SUMMARY**

Manages the operation of the Facilities Management and Construction Department's business services component. Directs the day-to-day and long term administrative activities relating to budget planning, preparation and control; procurement of supplies, materials and professional services; fleet management and customer service. This position requires senior-level coordination, organization, and management of administrative processes for multi-faceted departmental operations. Assures the delivery of quality services to all University clients and departmental peers. Work is performed under general supervision and performance is based upon completion of assignments and results obtained. The performance evaluation is conducted through the performance evaluation system and in accordance with the University Policies & Procedures.

### **ORGANIZATIONAL RELATIONSHIPS**

*Reports to:* Associate Vice President, Facilities Management & Construction

*Supervises:* Supervisor, Automotive Services, Coordinator Customer Services, Administrative Assistant, Purchasing Specialist, Secretary, FMC System Engineer and Student Assistants

### **ESSENTIAL DUTIES - May include, but not limited to the following:**

- Prepares, handles, and assures the confidentiality of all sensitive correspondence for the Associate Vice President of Facilities Management and Construction.
- Assures the timely tracking, review and submittal of reports by all departmental components for compliance with University and State requirements.
- Manages all budget related activity for the department and serves as liaison between multiple departments for all aspects of financial accounting including Oracle applications.
- Directs annual payment and IDTs for large, contracted services throughout University in conjunction with Procurement Department.

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- Manages the Associate Vice President's calendar and schedule for travel, university commitments, community functions, and business meetings to assure efficient, orderly, and timely results.
- Assists with THECB reporting, project application submittals, facility inventory, etc. as directed
- Assures that central personnel files are maintained per department standards. Facilitates staff development and training opportunities including distribution of departmental orientation materials, policies, and procedures, etc.
- Provides oversight of and assures the quality of content, structure, maintenance and review and revision of departmental Web Page and automation systems for consistent delivery of quality client services including Customer Service Surveys, departmental Action Plans, Construction Project Status Reports, etc.
- Manages and updates Master Schedule of all required reporting for department.
- Serves as the department's point person for the implementation, execution, and oversight of administrative processes and operations related to the delivery of high quality client service.
- Prioritizes multiple projects and coordinates the intra and inter departmental and component delivery of products for the department.
- Provide monthly tracking of the budget for the Associate Vice President and assures the expeditious handling all human resource actions.
- Advises the Associate Vice President of fund balances, expenditures, transfers, etc. including the administrative controls needed to insure budget compliance and continued operations.
- Represents department on committees for both internal and external organizations and events as assigned and serves as coordinator for FMC provided services as needed for such.
- Participates in policy development, including drafting and reviewing policies prepared by directors or executive staff in the division.
- Responsible for establishing job standards for subordinate staff and effectively evaluating staff under charge. The performance evaluation is conducted through the performance evaluation system and in accordance with the University Policies & Procedures.

### **ADDITIONAL DUTIES**

- On-Call and emergency management protocols are required.
- Assists in the supervision of and coordinates with the Facilities Systems Engineer on equipment, software, and operational needs and problems relating to automation systems utilized in the department and coordinated responsibilities campus wide.
- Directs all cash transmittals, scholarships, deposits, etc. for department.
- Oversees coordination and scheduling all departmental events, functions, meetings, etc.
- Works with other departments to achieve FMC inclusion, participation and/or completion of mandated trainings, special events, etc.
- Performs other duties as requested.

## **EDUCATION**

High school diploma or equivalent required. Some college course and/or Bachelor's degree preferred.

## **EXPERIENCE**

Ten years of administrative experience, with proficiency in accounting, budget management, and supervisory experience with clerical and technical personnel. State or municipal procurement knowledge and experience preferred. Proficiency in relevant computer software applications a must.

## **REQUIREMENTS**

Regular and reliable attendance at the University during regular scheduled days and work hours is an essential function of this position.

## **KNOWLEDGE, SKILLS, AND ABILITIES - The following are essential:**

- Superior organizational skills.
- Pro-active, results-oriented, and innovative supervisory and coordination skills.
- Executive level administrative skills.
- Outstanding PC skills using Windows 2007, MS Office Suite, and ability to learn and use ORACLE and TMA software within a six-month period of employment.
- Willingness to perform a variety of duties. Interface with a wide range of individuals.
- Customer service professional that possesses excellent communication skills and problem-solving abilities with strong interpersonal skills to maintain our high-customer service standards.
- Excellent self-starter able to work independently and provide executive level support of the highest caliber.
- The ability to communicate professionally both verbally and in writing.
- The ability to handle multiple projects simultaneously. Deadline-oriented. Strict attention to detail.
- Knowledge of storing and cataloging methods for all types of merchandise.
- Ability to organize work effectively, conceptualize and prioritize objectives and exercise independent judgment based on an understanding of organizational policies and activities.
- Ability to integrate resources, policies, and information for the determination of procedures, solutions, and other outcomes.

- Knowledge of management methods and ability to provide administrative guidance and provide direct training and supervision as needed.
- Ability to apply budgeting and fiscal planning techniques within financial constraints.
- Ability to establish and maintain effective work relationships with students, faculty, staff, and the public.
- Ability to communicate effectively - orally, by phone, in person, and in writing.
- Ability to respond to emergency situations in a timely and professional manner.
- Ability to work in a professional office environment.
- Ability to use a personal computer and other office equipment, including related university software and email.

### ***PHYSICAL DEMANDS***

The physical demands described in the Essential Duties and below are representative of those that must be met by an employee to successfully perform the essential duties of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties.

The employee may be required to travel.

### ***WORK ENVIRONMENT***

All employees are responsible for maintaining an environment that is free from discrimination, intimidation, harassment, including sexual harassment. Work is normally performed in a typical interior work environment.

### ***SAFETY***

TWU promotes a safe working environment. Employees are responsible for completing assigned tasks safely and efficiently, and supervisors are responsible for creating and maintaining a safe work environment. Employees must report any unsafe work conditions or practices, as well as any near-miss incidents, to their supervisor and Risk Management. Supervisors and employees should ensure that injury/accident reports are submitted to the Office of Human Resources and Risk Management within 24 hours of the incident.

*The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.*

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**Employee Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Employee Printed Name:** \_\_\_\_\_

***Texas Woman's University strives to provide an educational environment that affirms the rights and dignity of each individual, fosters diversity, and encourages a respect for the differences among persons. Discrimination or harassment of any kind is considered inappropriate.***

***Texas Woman's University is committed to equal opportunity in employment and education and does not discriminate on the basis of race, color, religion, gender, sex, sexual orientation, ethnic origin, age, veteran's status, or against qualified disabled persons.***

***All positions at Texas Woman's University are deemed security sensitive requiring background checks.***