



## Senior Program Manager, Facilities Management Services Job Description

### JOB INFORMATION

<i>Job Code:</i>	181337
<i>Job Title:</i>	Senior Program Manager, Facilities Management Services
<i>FLSA Status:</i>	Exempt
<i>Supervisory:</i>	May oversee staff, students, volunteers, agencies and/or resource employees.; Supervises employees and/or student workers.
<i>Job Family:</i>	Facilities - Planning/Scheduling/Coordinating
<i>Job Family Group:</i>	Facilities Management and Construction
<i>Management Level:</i>	5 Manager

### JOB SUMMARY

Manages Facilities Management Services-related programs and projects, providing leadership and direction on all project operations and activities (e.g., design, schedule, scope of services). Leads team of engineers, assigning duties and managing workloads and expectations. Develops, monitors, and implements policies, processes, and standards for varied systems. Performs engineering analysis and design for assigned projects. Identifies problems and determines resolutions within parameters and constraints.

### JOB QUALIFICATIONS:

#### Education

<i>Req</i>	<i>Pref</i>	<i>Degree</i>	<i>Field of Study</i>
X		Bachelor's degree	
	X	Bachelor's degree	

#### Additional Education

**Check here if experience may substitute for some of the above education.**

Combined experience/education as substitute for minimum education

#### Work Experience

<i>Req</i>	<i>Pref</i>	<i>Work Experience</i>	<i>Experience Level</i>
X		5 years	
	X	2 years	experience in leadership/management roles.

#### Additional Work Experience

**Check here if education may substitute for some of the above work experience.**

Combined experience/education as substitute for minimum work experience

#### Knowledge, Skills and Abilities

<i>Req</i>	<i>Pref</i>	<i>Functional Skills</i>
X		Extensive, directly related experience in specialized areas, with some in management/supervisor roles.
X		Extensive knowledge of architectural and construction processes (e.g., cost and budget estimates, space planning).

## Knowledge, Skills and Abilities

Req	Pref	Functional Skills
X		Ability to independently develop and drive comprehensive strategies and business plans in rapidly changing environments.
X		Understanding of building drawings and plan specifications.
X		Demonstrated interpersonal skills.
X		Excellent written and oral communication skills and an attention to detail.
	X	Bachelor's degree in architecture, engineering, construction management, business or related fields
	X	Experience with design and construction contracts, contract law, public contracting code, and construction claim procedures.
	X	Proven ability to design, implement and evaluate effective organizational plans and data management systems.
	X	Experience in higher education.
	X	Familiarity with academic medical enterprises.
	X	Multilingual communication skills, fluent in Mandarin, Spanish, Korean and/or other languages beyond English.

## Licenses

Req	Pref	License(s)
	X	Relevant licenses/certificates.

## Other Job Factors

## JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Manages FMS-related programs and projects, providing leadership and direction on operations and activities (e.g., design, schedules, scope of services). Identifies appropriate strategies to ensure service quality with available resources. Provides technical expertise regarding utilities infrastructure, energy management and environmental compliance. Interprets regulations to ensure compliance.				
Responsible for leading teams of engineers, assigning duties and managing workloads and expectations. Creates and drives focused program goals and performance metrics. Acts as liaison between relevant stakeholders. Engages with university community regarding program projects.				
Performs engineering analysis and design for assigned projects. Develops documentation (e.g., drawings and specifications for bids and construction) and ensures it complies with university and regulatory requirements. Provides construction phase support (e.g., submission review, document interpretation, field observation). Develops budgets, providing forecasts and projections. Monitors and reconciles budget activity, and provides financial and/or other reports as needed.				
Develops, monitors, and implements policies, processes, and standards for varied systems (e.g., electrical, mechanical, plumbing) to maintain quality control of project type/size. Recommends industry best practices and supports continuous improvement processes to meet user needs. Leads and facilitates interdepartmental committees to improve efficiency and effectiveness of delivering services to end users, as directed.				
Oversees, initiates and reviews feasibility studies to determine whether design concepts are compatible within existing infrastructure. Develops and recommends changes to design concepts as needed. Inspects existing building systems (e.g., A/C, lights), determines whether any need to be repaired, replaced, or retrofitted, and recommends equipment/new systems for installation.				
Provides quality assurance to customers and quality control for all program support services. Monitors systems operation, maintenance and development, and resolves any performance issues. Identifies problems and determines resolutions within parameters and constraints. Troubleshoots issues with varied systems (e.g., wiring between controllers and buildings).				
Manages and negotiates consultant services on assigned projects. Monitors and evaluates progress and appropriateness of work by licensed/certified consultants. Promotes an environment that fosters inclusive relationships and creates unbiased				

## JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
opportunities for contributions through ideas, words, and actions that uphold principles of the USC Code of Ethics.				

## Other Requirements

Essential:	Emergency Response/Recovery	Essential:	Mandated Reporter
Yes	In the event of an emergency, the employee holding this position is required to “report to duty” in accordance with the university’s Emergency Operations Plan and/or the employee’s department’s emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed.		A mandated reporter who in his or her professional capacity has knowledge of, or reasonably suspects a person who is under the age of 18 years, elderly, or a dependent adult has been the victim of abuse or neglect must report the suspected incident. The reporter must contact a designated agency immediately or as soon as practically possible by telephone or in writing within 36 hours. By virtue of the associated job duties, this position qualifies as a mandated reporter as required by state law and USC’s policy at: <a href="https://policy.usc.edu/mandated-reporters/">https://policy.usc.edu/mandated-reporters/</a>
Campus Security Authority (CSA)			Essential:
By virtue of the associated job duties, this position qualifies as a Campus Security Authority as required by law and USC’s policy at: <a href="https://dps.usc.edu/alerts/clery/">https://dps.usc.edu/alerts/clery/</a>			No

## ACKNOWLEDGMENTS

The above statements reflect the essential and non-essential functions as necessary to describe the principle contents of the job. They are not intended to be a complete statement of all work requirements or duties that may be required of the position. I understand that I may be asked to perform other duties as assigned. USC reserves the right to add or change duties at any time.

The University of Southern California is an Equal Opportunity Employer. USC prohibits discrimination on any basis protected under federal, state, or local law, regulation, or ordinance or university policies. All employment decisions are based on individual qualifications and business need.

I acknowledge receipt of this job description and its associated physical requirements. I have read and understand the job description and job requirements and agree to abide by their contents. I realize that duties may be requested of me that are not specifically stated herein. I understand that I will be expected to adjust to potential fluctuations in work volume. I understand that, if I have any questions about the essential functions or expectations of my position, my supervisor and/or HR partner are available to discuss them with me.

\_\_\_\_\_  
Print Employee Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Print Manager Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

This job description describes the general nature and level of work required by the position. It is not intended to be an all-inclusive list of qualifications, skills, duties, responsibilities or working conditions of the job. The job description is subject to change with or without notice, and Management reserves the right to add, modify or remove any qualification or duty. Nothing in this job description changes the existing at-will employment relationship between the university and the employee occupying the position.