



JOB INFORMATION

<i>Job Code:</i>	181335
<i>Job Title:</i>	Facilities Program Manager
<i>FLSA Status:</i>	Exempt
<i>Supervisory:</i>	
<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 operations and maintenance programs, providing leadership and direction. Develops, monitors, and implements policies, processes, standards, and guidelines for varied facilities-related activities. Facilitates program design, change management and continuous improvements.

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		In
	X		Architecture	Or
	X		Engineering	Or
	X		Construction	Or
	X		Business Administration	Or
	X		in related field(s)	

Additional Education

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

X 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		3 years		

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		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).
X		Understanding of building drawings and plan specifications.
X		Demonstrated interpersonal skills.
X		Excellent written and oral communication skills.
	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.

Licenses

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

Other Job Factors

JOB ACCOUNTABILITIES

	<i>% Time</i>	<i>Essential</i>	<i>Marginal</i>	<i>N/A</i>
Plans and develops program objectives and content, regularly assessing quality of operations. Researches and identifies trends and needs, establishing program directions accordingly. Modifies existing services and creates new offerings to maintain or enhance program standing. Recommends best industry practices supporting improving unit processes. Links programs with other internal/external stakeholders as needed.				
Manages service delivery to targeted program participants/beneficiaries. Sets and communicates program priorities and performance standards, assessing operations using said criteria. Plans and conducts quality assurance reviews and recommends changes as appropriate. Develops and maintains automated/manual systems and procedures to facilitate program operations.				
Develops, monitors, and implements program policies, processes, standards, and guidelines. Monitors operations, maintenance, and development of mechanical, electrical, and plumbing systems. Resolves issues as needed. Develops and manages program budgets and recommends or makes resource allocations. Provides financial status reports as requested.				
Inspects current building systems (e.g., A/C, lights) and determines needed repairs, replacements and/or retrofits. Identifies problems and determines resolutions within operating parameters and constraints. Troubleshoots issues with varied systems (e.g., wiring between controllers and buildings). Develops and recommends changes as needed. Recommends equipment and/or systems to install.				
Manages assigned staff and contractors, providing leadership and guidance. Reviews performance and determines disciplinary actions as needed. Recommends organizational structure, reporting relationships and staffing needs based on program goals. Makes hiring, promotional and salary decisions accordant with policies.				
Conducts quality assurance reviews to ensure required work is satisfactorily performed and completed. Manages and negotiates consultant services on assigned projects. Monitors and evaluates appropriateness and progress performed and completed by licensed or certified consultants. Oversees, initiates and reviews feasibility studies for design concepts compatible within existing infrastructures, as directed.				
Serves as a key resource for program information. Resolves questions or problems referred by staff, senior administrators or external professionals. Leads and facilitates committees to improve service delivery as directed. Promotes an environment that fosters inclusive relationships and creates unbiased opportunities for contributions through ideas, words, and actions that uphold principles of the USC Code of Ethics.				

Other Requirements

<i>Essential:</i>	<i>Emergency Response/Recovery</i>	<i>Essential:</i>	<i>Mandated Reporter</i>
	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: https://policy.usc.edu/mandated-reporters/
<i>Campus Security Authority (CSA)</i>			<i>Essential:</i>
By virtue of the associated job duties, this position qualifies as a Campus Security Authority as required by law and USC’s policy at: https://dps.usc.edu/alerts/clery/			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.