



Director, Building Operations and Community Outreach Job Description

JOB INFORMATION

<i>Job Code:</i>	181270
<i>Job Title:</i>	Director, Building Operations and Community Outreach
<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 - Executive
<i>Job Family Group:</i>	Facilities Management and Construction
<i>Management Level:</i>	6 Manager
Director, Building Operations and Community Outreach	

JOB SUMMARY

Manages USC Capital Campus building operations, providing leadership, guidance, and direction. Develops and cultivates relationships with local government and community groups to facilitate Capital Campus-related business and economic goals. Coordinates best measures for projects based on impact to occupants, costs, and savings potential.

JOB QUALIFICATIONS:

Education

<i>Req</i>	<i>Pref</i>	<i>Degree</i>	<i>Field of Study</i>	
X		Bachelor's degree	Architecture	Or
X		Bachelor's degree	Engineering	Or
X		Bachelor's degree	Construction	Or
X		Bachelor's degree	Business Administration	
	X	Master's degree	Architecture	Or
	X	Master's degree	Engineering	Or
	X	Master's degree	Construction	Or
	X	Master's degree	Business Administration	

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		3 years	

Additional Work Experience

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

X 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 and experience in community relations/relationship development.
X		Excellent written and oral communication skills. Demonstrated collaboration skills.
X		Ability to foster relationships and build credibility with stakeholders.
X		Demonstrated problem solving, analytical, and research skills.
X		Excellent organizational and time management skills.
X		Ability to effectively manage a high volume of transactions, projects, events and/or assigned responsibilities simultaneously.
	X	Experience with design and construction contracts, contract law, public contracting code, and construction claim procedures.
	X	Experience managing consultants and/or contractors.
	X	Demonstrated experience with building systems and local/state benchmarking regulations.
	X	Experience with utility efficiency rebate and incentive programs.
	X	Multilingual communication skills, fluent in Spanish and/or other languages beyond English.

Certifications

<i>Req</i>	<i>Pref</i>	<i>Select Certifications</i>	<i>Enter Additional Certifications</i>
	X		Certified Energy Manager, Certified Energy Auditor, or other similar certificates/licenses (e.g., Professional Engineer, LEED AP).

Other Job Factors

JOB ACCOUNTABILITIES

	<i>% Time</i>	<i>Essential</i>	<i>Marginal</i>	<i>N/A</i>
Manages Facilities Management Services-related projects (e.g., installations, improvements, expansions). Responds to, coordinates and tracks all space/facility requests for both permanent and temporary use. Provides leadership, guidance, and direction on all operations and activities (e.g., design, schedule, scope of services). Conducts quality assurance reviews to ensure work is satisfactory and compliant with all standards, specifications and requirements.				
Develops and cultivates relationships in appropriate professional organizations. Stays current with relevant industries, policies and procedures. Establishes and maintains a network of local government and community groups. Attends local events as a university representative.				
Manages and negotiates property management and consultant services as assigned and directed, coordinating with numerous stakeholders (e.g., general counsel, licensed/certified contractors). Schedules, assigns and prioritizes workloads. Sets project timelines and appropriate deadlines. Monitors and evaluates work and provides reports to leadership. Leads and facilitates continuous improvement efforts for efficiency and effectiveness.				
Provides construction phase support (e.g., documentation, field observation). Controls facility access procedures and conducts regular security surveys. Coordinates relevant IT and mail services. Maintains space analyses and equipment requirements, allocating usage based on departmental priorities. Coordinates and resolves any security concerns. Maintains proficiency with all relevant systems and tools. Provides training as needed.				
Prepares short- and long-range plans for facilities' use. Develops budgets and timetables and directs ongoing purchases. Assesses and tracks rental charges for space usage and revenue for operating budgets. Authorizes services and expenditures, and monitors account reconciliation and status. Prepares and provides financial reports, forecasts, and projections as needed/requested.				

JOB ACCOUNTABILITIES

	<i>% Time</i>	<i>Essential</i>	<i>Marginal</i>	<i>N/A</i>
Acts as a liaison to relevant stakeholders, coordinating best measures for projects based on impact to occupants, costs, and savings potential. Develops and maintains communications with building tenants. Troubleshoots and resolves issues as needed.				
Conducts and oversees building system inspections (e.g., HVAC, lights, IT) to determine any needed repairs, replacements or retrofitting. Recommends new equipment/systems. Conducts safety inspections, determining whether any remedial actions are required to allow work to continue. Manages and maintains documentation.				
Encourages a workplace culture where all employees are valued, value others and have the opportunity to contribute through their ideas, words and actions, in accordance with 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/			Yes

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.