



Facilities and Safety Services Job Family: **CENTRAL FACILITIES: Supervisor-Manager Facilities Progression**

These generic job title summaries are intended to indicate the kinds of tasks and levels of work complexity that will be required of positions classified to any of these titles and are not intended to be construed as declaring the specific duties and responsibilities of any particular position. The use of particular expressions or illustrations describing functions within a specific job title does not exclude other duties of a similar kind and/or level of complexity. Positions are classified to a particular job title based upon the predominant level of expected work complexity. A position that is classified into this title and band must meet the Cornell requirements for exemption under the FLSA

Generic Job Profile Summaries

Manager Facilities I MANAGEMENT	Manager Facilities II MANAGEMENT	Director Facilities MANAGEMENT	Senior Director Facilities I MANAGEMENT	Senior Director Facilities II MANAGEMENT – AVP
MAINTENANCE OPERATIONS				
In partnership with leadership, represent central facilities and serve as a university-wide steward within program management specialty area; develop, implement and manage campus-wide preventive maintenance programs while leveraging resources and advocate for the built environment through implementation of initiatives addressing facility impact.	Represent Central Facilities in multiple functional areas across various program disciplines; advocate for built environment; leverage resources through implementation of Facilities Management initiatives throughout functional areas addressing facility impact, rational budget, proper deficiency prioritization, etc.	Serve as strategic partner for mid-sized to large unit; develop and cultivate partnership with key stakeholders and central facilities zone service providers, collaborate with central zone management to develop and implement unit facilities strategic planning to ensure alignment in accordance with Cornell processes, act as Facilities Director with direct reporting and responsibility to Central Facilities.	Serve as strategic partner for large, complex, multi-functional unit, develop and cultivate partnership with key stakeholders and central facilities zone service providers, collaborate with central zone management to develop and implement unit facilities strategic planning to ensure alignment in accordance with Cornell processes, act as Facilities Director with direct reporting and responsibility to Central Facilities.	Serve as University-wide Central Facilities strategic leader with significant University impact; develop and cultivate partnership and direction between key stakeholders and zone service providers, develop and implement strategic planning in support of Cornell stewardship including life cycle decisions, CU design standards and NY building codes.
Recommend solutions to resolve routine facilities issues within program specialty; partner as appropriate with stakeholders to resolve complex issues and enhance and/or develop standardized processes and consistent business practices and methodologies across the maintenance zones.	Actively analyze, identify and advocate for opportunities for increased maintenance efficiencies and resolve multiple complex facilities issues through development and execution of work in alignment with University and campus partner goals, project funding and implementation strategies.	Direct and manage strategic implementation of major maintenance operations for mid-sized to large unit; plan and lead major work activity through partnership with central Facilities for strategic development and University alignment.	Direct and manage strategic implementation of major maintenance operations for large, complex, multi-functional unit; plan and lead major work activity through partnership with central Facilities for strategic development and University alignment.	Direct and manage high-level strategic implementation of major facilities operations lead major work activity through partnership with college/unit leadership for strategic development and University alignment.
In partnership with functional area stakeholder, understand and identify maintenance needs; incorporate and align to Preventive Maintenance program.	Responsible for the commissioning of new building systems and re-commissioning of current building systems; identify corrective and preventative maintenance trends for	Develop for mid-sized to large unit facility plans; evaluate risk, gaps and efficiency; advocate priorities and collaborate with Central Facilities and a wide variety of	Develop for large, complex, multi-functional unit facility plans; evaluate risk, gaps and efficiency; advocate priorities and collaborate with Central Facilities and a	Provide University-wide leadership surrounding facility plans; provide high level, conceptual and imaginative strategic development and direction for

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	multiple functional area(s) align with long-term plans and Preventive Maintenance program; identify and advocate for resources and resolutions for maintenance of buildings.	stakeholders to recommend, strategize and implement repairs and maintenance needs for college/unit ensuring compliance with Cornell approval processes and applicable building codes and align with university goals.	wide variety of stakeholders to recommend, strategize and implement repairs and maintenance needs for college/unit ensuring compliance with Cornell approval processes and applicable building codes and align with university goals.	major facilities operation with significant University-wide impact.
Perform building system assessments of assigned campus facilities to identify, document and plan for building maintenance; assist with development and implementation of work plans to resolve facilities issues.	Perform assessments of campus facilities to identify, document and develop long-term plans; proactively prioritize and implement strategies to resolve facilities issues and deficiencies for multiple stakeholders and ensure corrective actions are identified.	Develop short and long-term strategies for annual and periodic building and systems inspections and testing programs adhering to local and state agencies and municipalities; resolve non-compliant issues.	Develop short and long-term strategies for annual and periodic multiple facilities operations buildings and systems inspections and testing programs adhering to local and state agencies and municipalities; resolve non-compliant issues.	Develop short and long-term strategies for University-wide annual and periodic building and systems inspections and testing programs adhering to local and state agencies and municipalities; resolve non-compliant issues.
PROJECT AND MAINTENANCE STRATEGIES				
Assist with project intake and liaison with internal trades areas; serve as steward to advocate for necessary funding resources and best practices to support college/unit.	Serve as a centralized resource and lead project intake, scoping and execution by internal trades areas; serve as a university steward to advocate for necessary funding resources and best practices to support mission.	Develop project feasibility and analysis for assigned college/unit project planning; determine priority planning and secure funding; navigate relationship with key stakeholders on project direction and alignment with College/unit goals and mission; may intervene with local authorities to resolve high level issues.	Develop project feasibility and analysis for assigned college/unit project planning; determine priority planning and secure project funding; navigate relationship with key stakeholders on project direction and alignment with College/unit goals and mission; may intervene with local ordinance to resolve high level issues.	Develop strategic analysis for campus-wide project planning; determine priority planning and secure project funding; navigate relationship with key stakeholders to ensure alignment with University goals and mission; may intervene with local ordinance to resolve high level issues.
Monitor and ensure project schedules, scope and goals are adhered to; conduct project meetings and provide regular project status updates; assist with recommendations for opportunities for increased maintenance efficiencies; advocate for specific projects to be funded in a prioritized manner.	Manage design and vendor contracts; estimate project costs and expectations, monitor and ensure project schedules, scope and goals are adhered to; conduct project meetings and provide regular project status updates to stakeholders.	Oversee management of design and vendor contracts; estimate project costs and expectations, monitor and ensure project schedules, scope and goals are adhered to; conduct project meetings and provide regular project status updates to stakeholders.	Oversee management of multiple functional design and vendor contracts; estimate project costs and expectations, monitor and ensure project schedules, scope and goals are adhered to; conduct project meetings and provide regular project status updates to stakeholders.	Develop and guide management of design and vendor contracts; strategize project schedules, costs and expectations, while ensuring University scope and goals are adhered to.
COMMUNICATION				
Partner and engage with campus partners to understand priorities and initiatives, advocate and influence for maintenance program initiatives and necessary funding	Partner with multiple area stakeholders to understand priorities and initiatives; ensure Facilities Management advocates for necessary funding resources to support	Develop, prioritize and implement communication strategies in alignment with Central Facilities and University goals and mission; develop and foster effective	Develop, prioritize and implement communication strategies in alignment with Central Facilities and University; develop and foster effective relationships with key	Develop, prioritize and implement communication strategies in alignment with Central Facilities and University strategic plans, goals and mission; develop and foster

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resources to support their mission.	their mission.	relationships with key stakeholders including building occupants, colleagues and customers both within College/Unit and University stakeholders serving as key point of contact to develop and enforce rules and requirements as mandated by building code compliance.	stakeholders including building occupants, colleagues and customers both within College/Unit and University stakeholders serving as key steward to develop and enforce rules and requirements as mandated by building code compliance.	effective relationships with key College/Unit stakeholders, Sr. Administration and University leadership serving as key steward to develop and enforce rules and requirements as mandated by building code compliance.
		Assess and evaluate highly visible and high-risk issues, determine process of elevation to liaison with college/unit leadership and academic staff, central facilities, and building occupants/customers to meet and resolve needs.	Assess and evaluate highly visible and high-risk issues, determine process of elevation to liaison with college/unit leadership and academic staff, central facilities, and building occupants/customers to meet and resolve needs.	Assess and evaluate highly visible and high-risk issues, determine process of elevation to liaison with college/unit leadership and academic staff, central facilities, and building occupants/customers to meet and resolve needs.
BUDGET				
Ensure stewardship of project budget and address scope of work as intended; advocate for necessary funding resources to support their mission.	Ensure stewardship of project budget and address scope of work as intended; develop and advise on best practices, advocate for necessary funding resources to support mission.	Develop and prepare annual budgets and capital planning processes for project plans, both short and long-term; manage financial planning, reporting and alignment of budget; advocate and support budgetary changes and negotiate expenses to adhere to project budgets for construction, renovation and routine maintenance of large-scale facilities.	Oversee development and preparation of annual budgets and capital planning processes for project plans, both short and long-term; manage financial planning, reporting and alignment of budget; advocate and support budgetary changes and negotiate expenses to adhere to project budgets for construction, renovation and routine maintenance of large-scale facilities.	Develop and prepare annual budgets and capital planning processes for multiple major functional areas and analysis of project plans, both short and long-term; manage financial reporting and alignment of budget; advocate and support budgetary changes and negotiate expenses to adhere to project budgets for construction, renovation and routine maintenance of large-scale facilities.
PURCHASES/VENDOR CONTRACTS				
Assist with contract review; estimate requests and recommend opportunities for increased maintenance efficiencies; advocate for specific projects to be funded in a prioritized manner.	Manage contracts and related requests with consultants, and vendors; recommend opportunities for increased maintenance efficiencies; advocate for specific projects to be funded in a prioritized manner.	Manage expenses budgets and administers significant payment approval for purchasing functions, service agreements and contracts; develop methods to measure cost effectiveness and efficiency of purchased services. Provide guidance on purchasing standards and advocates for project or facility operations budget alignment.	Oversee management of expenses budgets and administers significant payment approval for purchasing functions, service agreements and contracts; develop methods to measure cost effectiveness and efficiency of purchased services. Provide guidance on purchasing standards and advocates for project budget alignment.	Oversee University-wide management of expenses budgets and administers significant payment approval for purchasing functions, service agreements and contracts; develop methods to measure cost effectiveness and efficiency of purchased services for University-wide impact. Provide guidance on purchasing standards and advocates for project budget alignment.

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POLICIES/PROCEDURES				
Ensure consistent program implementation practices in alignment with central facilities functional areas including Zone, Operations, Asset Management and Logistics.	Engage in review and development of policies and procedures; recommend best practices and ensure consistent practices in alignment with central facilities functional areas including Zone, Operations, Asset Management and Logistics.	Formulate and ensure implementation and communication of improved and enhanced policies, procedures and techniques related to the services being provided, expected behaviors and optimized decision-making, focused on serving to advance unit goals.	Evaluate, formulate, and ensure implementation and communication of improved and enhanced policies, procedures and techniques related to expected behaviors and optimized decision-making, focused on serving to advance and align to university goals.	Evaluate, formulate, and ensure implementation and communication of improved and enhanced University-wide policies, procedures and techniques related to expected behaviors and optimized decision-making, focused on serving to advance and align to university goals.
SUPERVISION				
May supervise staff or provide guidance.	Manage staff, provide guidance and direction and assess staff performance; provide staff professional development opportunities while striving for high performing team.	Direct and manage strategic direction of staff and major work activities for organizational effectiveness; set staff expectations, assess performance; provide department vision and related professional development and succession planning opportunities while striving to develop effective team culture; ensure the implementation of required safety and training programs adhering to university policies, federal, state and local regulations, adhering to UAW and BTC agreements, when applicable.	Direct and manage strategic direction of staff and major work activities for organizational effectiveness; set staff expectations, assess performance; provide department vision and related professional development and succession planning opportunities while striving to develop effective team culture; ensure the implementation of required safety and training programs adhering to university policies, federal, state and local regulations, adhering to UAW and BTC agreements, when applicable.	Direct and manage high level, conceptual and imaginative strategic leadership and direction for large and/or highly complex organizations; set staff expectations, assess performance; provide and implement University-wide vision and serve as a leader in the continuous development of new, imaginative, innovative solutions and professional development and succession planning opportunities while developing engaged teams; develop and implement required safety and training programs adhering to university policies, federal, state and local regulations, adhering to UAW and BTC agreements, when applicable.

Related Competencies/Skills

Job related knowledge, skills, abilities and behaviors that contribute to success in the role

Customer Service Management (All Levels): Knowledge of customer service priorities and ability to utilize tools and techniques for maintaining an environment where all understand and are committed to providing excellent service to internal and external customers.
Decision Making and Critical Thinking (All Levels): Knowledge of the decision-making process and associated tools and techniques; ability to accurately analyze situations and reach productive decisions based on informed judgment.
Facilities Management (All Levels): Knowledge of the full spectrum of facilities management activities; ability to maintain, care for and develop commercial and physical facilities.
Relationship Management (All Levels): Knowledge of the techniques and the ability to establish and maintain healthy working relationships with clients, vendors and peers.

Effective Communication (All Levels): Understanding of effective communication concepts, tools and techniques; ability to effectively transmit, receive, and accurately interpret ideas, information, and needs through the application of appropriate communication behaviors.
Managing Multiple Priorities (Mgr & DIR): Knowledge of effective self-management practices and ability to manage multiple concurrent objectives, projects, groups, or activities, making effective judgements as to prioritizing and time allocation.
Team Management and Team Building (Dir): Knowledge of effective team building techniques and ability to form and manage effective teams.

Job factor Profile table

FACTOR PROFILE	10604 MANAGER FACILITIES I, BAND F	10605 MANAGER FACILITIES II, BAND G	10253 DIRECTOR FACILITIES, BAND H	11347 SENIOR DIRECTOR FACILITIES, BAND I	11801 SENIOR DIRECTOR FACILITIES II, BAND I
MINIMUM EDUCATION AND EXPERIENCE EQUIVALENCY	Bachelor’s degree and 3 to 5 years relevant experience or equivalent combination. Required to demonstrate proficiency of knowledge of University policies and procedures surrounding project work.	Bachelor’s degree and 5 to 7 years relevant experience or equivalent combination. Required to demonstrate proficiency of knowledge of University policies and procedures surrounding project work.	Bachelor’s degree and 7 to 10 years relevant experience or equivalent combination. Required to demonstrate proficiency of knowledge of University policies and procedures surrounding project work.	Bachelor’s degree and more than 10 years relevant experience or equivalent combination. Required to demonstrate proficiency of knowledge of University policies and procedures surrounding project work.	Bachelor’s degree and more than 10 years relevant experience or equivalent combination. Required to demonstrate proficiency of knowledge of University policies and procedures surrounding project work.
IMPACT	Moderate impact	Moderate impact	Substantial impact	Significant impact	Significant impact
CONTACTS - INSIDE	Provide guidance to others Coordinate activities	Coordinate major activities Persuading others to take particular course of action	Coordinate major activities May involve sensitive situations	High-level interaction May involve highly sensitive or confidential activities	High-level interaction May involve highly sensitive or confidential activities
CONTACTS - OUTSIDE	Providing/receive guidance, advice or information that must be analyzed and developed by the position	Providing/receive guidance, advice or information that must be analyzed and developed by the position	Develop and make presentations and negotiate with others	Develop and make presentations and negotiate with others	Develop and make presentations and negotiate with others
CONTACTS - STUDENTS	Limited contact	Occasional contact to provide information and instruction	Limited contact	Limited contact	Limited contact

<i>FACTOR PROFILE</i>	10604 MANAGER FACILITIES I, BAND F	10605 MANAGER FACILITIES II, BAND G	10253 DIRECTOR FACILITIES, BAND H	11347 SENIOR DIRECTOR FACILITIES, BAND I	11801 SENIOR DIRECTOR FACILITIES II, BAND I
SUPERVISION	Day-to-day supervision to employees within the dept	Day-to-day supervision to employees within the dept	Day-to-day supervision to employees within the dept	Provide supervisory direction to other managers	Provide supervisory direction to other managers
COMPLEXITY	Frequently adapt, combine or make improvements in an existing service, product, process or program. Work requires reasoning skills and judgment	Continually required to develop new, imaginative or innovative solutions, services, products, process or programs. Work requires conceptual and imaginative thinking in a highly complex and uncharted environment	Occasionally required to develop new innovative solutions, services, products, processes, & programs. Work requires sophisticated reasoning skills	Continually required to develop new, imaginative or innovative solutions, services, products, process or programs. Work requires conceptual and imaginative thinking in a highly complex and uncharted environment	Continually required to develop new, imaginative or innovative solutions, services, products, process or programs. Work requires conceptual and imaginative thinking in a highly complex and uncharted environment
LEVEL OF DECISION MAKING	Responsible for assisting in and influencing decisions concerning policy-setting, research, planning, or students	Responsible for assisting in and influencing decisions concerning policy-setting, research, planning, or students	Responsible for assisting in and influencing decisions concerning policy-setting, research, planning, or students	Responsible for assisting in and influencing decisions concerning policy-setting, research, planning, or students	Responsible for assisting in and influencing decisions concerning policy-setting, research, planning, or students
FREEDOM OF ACTION	Directly affect an entire dept Moderate effect on students and employees	Directly affect multiple functional areas Limited effect on students and employees	Directly affect more than one college, school, administrative unit, etc	Directly affect more than one college, school, administrative unit, etc	Directly affect more than one college, school, administrative unit, etc
EFFECT OF DECISION MAKING	Very general supervision Interpretation of work policies and procedures required. May deviate from standard work practices	Little direct supervision Considerable latitude for exercising judgment and self-direction	Little direct supervision Considerable latitude for exercising judgment and self-direction	Little direct supervision Considerable latitude for exercising judgment and self-direction	Little direct supervision Considerable latitude for exercising judgment and self-direction
WORKING CONDITIONS	Variable working conditions including exposure to conditions which require cautious handling of chemicals or substances requiring careful use; or equipment requiring close attention. Safety gear may be required	Variable working conditions including exposure to conditions which require cautious handling of chemicals or substances requiring careful use; or equipment requiring close attention. Safety gear may be required	Normal working conditions including no or limited exposure to hazardous conditions/ materials/equipment. Safety gear may sometimes be required	Normal working conditions including no or limited exposure to hazardous conditions/ materials/equipment. Safety gear may sometimes be required	Normal working conditions including no or limited exposure to hazardous conditions/ materials/ equipment. Safety gear may sometimes be required