

Director of Res Ops & Emergency Planning (0390U) -  
68892  
University of California, Berkeley

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Posted May 10, 2024, set to expire Jun. 30, 2024

<b>Job Title</b>	Director of Res Ops & Emergency Planning (0390U) - 68892
<b>Department</b>	
<b>Institution</b>	University of California, Berkeley Berkeley, California
<b>Date Posted</b>	May 10, 2024
<b>Application Deadline</b>	Open until filled
<b>Position Start Date</b>	Available immediately
<b>Job Categories</b>	Director/Manager
<b>Academic Field(s)</b>	Facilities Operations
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**Job Description**

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**Director of Res Ops & Emergency Planning (0390U) - 68892**

About Berkeley

At the University of California, Berkeley, we are committed to creating a community that fosters equity of experience and opportunity, and ensures that students, faculty, and staff of all backgrounds feel safe, welcome and included. Our culture of openness, freedom and belonging make it a special place for students, faculty and staff.

The University of California, Berkeley, is one of the world's leading institutions of higher education, distinguished by its combination of internationally recognized academic and research excellence; the

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transformative opportunity it provides to a large and diverse student body; its public mission and commitment to equity and social justice; and its roots in the California experience, animated by such values as innovation, questioning the status quo, and respect for the environment and nature. Since its founding in 1868, Berkeley has fueled a perpetual renaissance, generating unparalleled intellectual, economic and social value in California, the United States and the world.

We are looking for equity-minded applicants who represent the full diversity of California and who demonstrate a sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, gender identity, sexual orientation, and ethnic backgrounds present in our community. When you join the team at Berkeley, you can expect to be part of an inclusive, innovative and equity-focused community that approaches higher education as a matter of social justice that requires broad collaboration among faculty, staff, students and community partners. In deciding whether to apply for a position at Berkeley, you are strongly encouraged to consider whether your values align with our [Guiding Values and Principles](#), our [Principles of Community](#), and our [Strategic Plan](#).

At UC Berkeley, we believe that learning is a fundamental part of working, and our goal is for everyone on the Berkeley campus to feel supported and equipped to realize their full potential. We actively support this by providing all of our staff employees with at least 80 hours (10 days) of paid time per year to engage in professional development activities. To find out more about how you can grow your career at UC Berkeley, visit [grow.berkeley.edu](http://grow.berkeley.edu).

### Departmental Overview

Residential and Student Service Programs (RSSP) is part of the Division of Student Affairs under the direction of an Associate Vice Chancellor. RSSP provides and manages student housing, custodial and maintenance services, security/safety, capital renewal projects, self-operated dining services, campus ID card as well as early childhood & education services for students, faculty, and staff. RSSP also conducts a summer conference and year-round catering/events business and manages faculty apartments.

RSSP's annual revenue exceeds \$160,000,000, with a \$100,000,000 operating budget, and the department employs over 2500 career, limited, contract and student employees creating a "culture of care" for students, guests, customers and stakeholders.

### Position Summary

Residential and Student Service Programs (RSSP) is a complex grouping of departments within the

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Division of Student Affairs which provides housing, dining, residential and academic support to 7500+ bed spaces for undergraduates, 1000+ apartments for single undergraduate & graduate students, faculty and affiliated families along with ancillary programs such as campus dining, child care, and catering and conference services that support a broader student, faculty and staff customer base. Many residential operations operate 24/7/365 days requiring on-call and off hours emergency response. With approximately 1,800 career, contract and student employees covered by multiple personnel policies and/or collective bargaining agreements, approximately 150 buildings (estimated 3 million square feet).

Under the general direction of the Executive Director of Housing Facilities for RSSP, this position serves as a steward for university housing facilities administrative operations across six residential units, including managing RSSP Service Center (RSC) staff. It is responsible for the management, budget, organization, coordination, oversight, and development of procedures, policies and communications related to multiple operational activities and services in the housing facilities and related equipment upkeep as well as delivery of high-level service and response:

- Coordination of housing unit processes, assists with maintenance and grounds services, recommends priority for minor capital and emergency projects, building equipment and furnishings replacement
- Related safety and emergency services for all University owned housing (single student, family, staff and faculty), commercial, and offices.
- Establish and implement operating policies/procedures across the housing units to create consistency of service delivery and routine response to residential concerns
- Managing oversight of RSSP Service Center (RSC) staff and operations.

This position directly supervises managers responsible for all university housing facilities and the RSC, interfaces/collaborates regularly with senior leadership within RSSP, Student Affairs, Residential Life, EH&S, Capital Projects, Risk Management, Office of Legal Affairs, and Facilities Services.

This position is also responsible for working collaboratively with RSSP senior managers to establish standards for facility care and related metrics and reporting and then working to support the training of staff on optimal practices to ensure standards are met. Strong vendor/contractor management tactical and strategic direction and oversight is also an important responsibility.

Total number of career staff within the oversight of this position is approximately 16 FTE with additional limited and student staff. The position may take on additional facilities operations responsibilities via recharge or memo of understanding for operations outside of RSSP direct responsibility as needed to

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assist the Division of Student Affairs and/or for revenue generation. RSSP also acts as a major provider of services to the campus and local community during major emergencies and catastrophes such as fire, storms, and earthquakes and coordinates the emergency support function for this part of the University during a mass care situation.

This position oversees the RSSP Service Center (RSC) ensuring staff are providing efficient operation, customer service, tracking and metrics development, dispatching and call center services, and analysis of the Maintenance & Trades workflow. This position will oversee the business owner and subject matter expert for the WebTMA Work Order System and Tririga project management and asset tracking database.

### **Application Review Date**

The First Review Date for this job is: 05/23/2024.

### **Responsibilities**

#### OPERATIONAL STANDARDS/MANAGEMENT

- Establishes, recommends, enforces, reviews, and interprets policies and procedures related to UCB-owned campus housing for single students, family housing and staff/faculty.
- Oversees planning, organization and direction of routine and emergency procedures for residential property. Develop an annual calendar for all assigned areas to ensure that proper inspections, processes, maintenance, and operational standards are achieved and sustained.
- Maintain and creatively enhance professional skills and expertise by being constantly alert for newer methods, techniques, equipment, and materials that will improve the overall operation of the department and reduce expenses.
- Provides oral and written instructions to staff for requested special services which vary from routine operations. Inspects buildings and assigned areas for compliance with operational standards. Investigates complaints of unsatisfactory service or performance and takes corrective action to avoid repetition and resolve problems. Interviews prospective employees and recommends selection of qualified candidates.
- Provides wider managerial support for the RSSP Service Center (RSC): ensuring staff coverage, successful work order performance, maximized resource utilization, clear communication with RSSP and Student Affairs, etc. as appropriate.

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## HUMAN RESOURCE MANAGEMENT

- Instills strong management practices among subordinate managers and staff and also creates an inclusive, ethical and safe work environment. Mentor staff in the areas of professional development, management and performance to support a high performing culture.
- Responsible for performance management. Establishes and implements performance standards and achievable yearly objectives for the units assigned in support of departmental goals. Sets training standards for new employees and ensures that standards are being met by follow-up with supervisors and by personal observations. Periodically review site activities, meeting with staff and observing the unit operations under the unit facility manager.
- Involved in all phases of university housing facilities planning, such as determining staffing levels, and the development of facilities standards and specifications. Regularly evaluate and confirm staffing, equipment and product needs as needed.
- Ensures the development, delivery, and evaluation of comprehensive employee training to include, but not limited to the following: organizational and facility orientation, safety, administrative procedures, job specific procedures and techniques, rules and regulations, standards and professionalism, expectations and levels of competency, quality standards, customer service, and organizational values.
- Responsible for ensuring that the collective bargaining agreements and personnel policies are adhered to for staff in this area; ensures the evaluation of direct report employees according to UC and departmental procedures. Hires, trains and evaluates assigned career, limited and student staff.

## FISCAL RESPONSIBILITY

- Develops and monitors unit operational budgets, budget processes, and staffing levels. As assigned, contributes to the preparation of the annual equipment, supply, and personnel budget for the university housing operations. Monitor expenditures for area supply and equipment budget and verify payroll time reports for assigned employees. Review all time sheets and time card reports for accuracy (hours worked, sick and vacation leave taken) and assist with reconciling discrepancies prior to deadlines. Approves and controls vacation, sick leave, overtime, travel, professional development expenses, etc. in line with divisional and campus personnel policies.
- In conjunction with the design/maintenance/custodial teams, ensures project requirements for university housing facilities are defined, building management and/or equipment RFPs/ MOUs / contracts and contract changes are negotiated, operating budgets established and financial

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terms and conditions of contract are identified.

## EMERGENCY RESPONSE & ACCESS FUNCTIONS

- Functions as responder to minor and major emergencies as well as on-call for urgent situations occurring in housing facilities (i.e. late-night unexpected power outage, system failures that affect residents, residential life needs).
- Coordinates and implements ongoing planning, training, and execution of Emergency Response/Support Function as RSSP DOC Manager and provides both UC Berkeley and local community assistance and coordination during emergencies with an emphasis on the housing and dining aspects. Ensures RSSP is ready to be a major provider of these services to the campus and local community during major emergencies and catastrophes such as fire, storms, and earthquakes and coordinates the emergency support function for this part of the University during a mass care situation.
- Works with RSSP Service Center (RSC) manager and Executive Director to develop proactive plans for any emergency.
- Interfaces with and trained on CSGold and C-Cure facility card access (or any subsequent) systems as they relate to RSSP buildings. Works with housing staff to ensure appropriate levels of access, schedules and currency with databases. Also educates and follows up on key handling, loss and action needed when keys are being managed inappropriately.
- Serves on campus committees and participates in professional association for education purposes and as a representative of the university.
- Interfaces with private developers and affiliated housing owner representatives to ensure equitable processes and policies in respect to residents' needs and consistency with UCB (i.e. reporting maintenance issues, check in/out procedures, inspections, damage billing).
- Advises senior management on controversial situations, customer or vendor/supplier/contractor negotiations, major student/parent/guest concerns, or influencing and persuading other senior level managers.

## Required Qualifications

- Strong skills in leadership to effectively engage, mentor and develop management staff.
- Demonstrated knowledge of facilities management principles and applying them effectively within the residential environment.
- Solid decision making and reasoning skills, ability to develop original ideas to solve problems, and perform operations analysis and quality control analysis.



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- Understanding of student development and the impact of facilities on residents.
- Strong skills to facilitate and collaborate with various internal and external constituencies on long- and short-term facilities planning and management.
- Strong analytical, research and report preparation skills to meet regulatory and budgetary reporting requirements.
- Broad knowledge in the areas of facilities management, space planning and allocation, security, fire and safety and emergency preparedness.
- Strong safety and emergency response training for large scale disaster recovery.
- Strong risk management training.
- Strong skills in management, regulatory compliance and operations planning.
- Strong skills in verbal and written communications.
- Strong active listening skills and dynamic flexibility, critical thinking, and ability to multi-task and employ strong time management skills.
- Demonstrated experience in responding effectively to minor and major facility emergencies as well as urgent situations (i.e. late-night unexpected power outage, system failures that affect residents, residential life needs).
- 10+ years of facilities experience.
- Bachelor's degree in related area and/or equivalent experience/training.

### **Preferred Qualifications**

- 10+ years of facilities experience preferably in a higher education and/or residential setting with a large population served.

### **Salary & Benefits**

This is a 100% full-time (40 hrs a week) exempt career position, which is paid monthly and eligible for UC Benefits.

For information on the comprehensive benefits package offered by the University, please visit the University of California's [Compensation & Benefits](#) website.

Under California law, the University of California, Berkeley is required to provide a reasonable estimate of the compensation range for this role and should not offer a salary outside of the range posted in this job announcement. This range takes into account the wide range of factors that are considered in making compensation decisions including but not limited to experience, skills, knowledge, abilities,

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education, licensure and certifications, analysis of internal equity, and other business and organizational needs. It is not typical for an individual to be offered a salary at or near the top of the range for a position. Salary offers are determined based on final candidate qualifications and experience.

The budgeted salary or hourly range that the University reasonably expects to pay for this position is \$125,000.00 - \$141,000.00.

### **How to Apply**

- To apply, please submit your resume and cover letter.

### **Driving Required**

- A valid driver's license and DMV check for driving record is required.

### **Diversity Statement**

Please include, as part of your application a brief (1-2 paragraph) statement on your contributions to diversity, equity, inclusion, and belonging in your professional experience.

Advancing diversity, equity, and inclusion are fundamental to our UC Berkeley Principles of Community, which states that "every member of the UC Berkeley community has a role in sustaining a safe, caring, and humane environment in which these values can thrive."

### **Other Information**

- This is not a visa opportunity.

### **Conviction History Background**

This is a designated position requiring fingerprinting and a background check due to the nature of the job responsibilities. Berkeley does hire people with conviction histories and reviews information received in the context of the job responsibilities. The University reserves the right to make employment contingent upon successful completion of the background check.



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### **Mandated Reporter**

This position has been identified as a Mandated Reporter required to report the observed or suspected abuse or neglect of children, dependent adults, or elders to designated law enforcement or social service agencies. We reserve the right to make employment contingent upon completion of signed statements acknowledging the responsibilities of a Mandated Reporter.

### **Equal Employment Opportunity**

The University of California is an Equal Opportunity/Affirmative Action Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, or protected veteran status. For more information about your rights as an applicant, please see the [https://apptrkr.com/get\\_redirect.php?id=5249979&targetURL=U.S. Equal Employment Opportunity Commission](https://apptrkr.com/get_redirect.php?id=5249979&targetURL=U.S. Equal Employment Opportunity Commission) poster.

The [University of California's Affirmative action policy](#).

The [University of California's Anti-Discrimination policy](#).

### **To apply, visit**

[https://careerspub.universityofcalifornia.edu/psp/ucb/EMPLOYEE/HRMS/c/HRS\\_HRAM.HRS\\_APP\\_SCH](https://careerspub.universityofcalifornia.edu/psp/ucb/EMPLOYEE/HRMS/c/HRS_HRAM.HRS_APP_SCH)

### **Contact Information**

Please reference Academickeys in your cover letter when applying for or inquiring about this job announcement.

#### **Contact**

N/A

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