

Director of Facilities Support Services  
Tufts University

Direct Link: <https://www.AcademicKeys.com/r?job=248568>

Downloaded On: Nov. 13, 2024 4:24am

Posted Nov. 11, 2024, set to expire Mar. 24, 2025

<b>Job Title</b>	Director of Facilities Support Services
<b>Department</b>	Operations Division
<b>Institution</b>	Tufts University Medford, Massachusetts
<b>Date Posted</b>	Nov. 11, 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
<b>Job Website</b>	<a href="https://jobs.tufts.edu/jobs/21135?lang=en-us&amp;iis=Job+Board&amp;iisn=AcademicKeys">https://jobs.tufts.edu/jobs/21135?lang=en-us&amp;iis=Job+Board&amp;iisn=AcademicKeys</a>
<b>Apply By Email</b>	
<b>Job Description</b>	

**Overview**

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The Operations Division at Tufts includes facilities, design and construction, campus and capital renewal planning, real estate, campus safety, dining, auxiliary services, and other related services on multiple campuses across 5.8 million square feet in 250 buildings. Operations services four campuses in Massachusetts: the main campus in Medford/Somerville, the health sciences and SMFA campuses in Boston and the veterinary school campus in Grafton. The Operations Division supports Tufts University's mission in teaching, research, and clinics by providing stewardship, recommendations, services and advice in its primary areas of obligation: optimizing use of space and real estate, strategic and responsible management of the built environment, creating a secure campus environment and infrastructure, promoting best-in-class sustainability practices and policies, and creating exceptional community experiences that enhance Tufts' reputation and brand.

The Facilities Management Department employs approximately 150 staff members including a unionized trades, grounds, labor force with outsourced custodial services. The annual operating budget is \$120M, including \$60M in capital renewal.

### **What You'll Do**

Reporting to the Executive Director Facilities Management, the Director of Facilities Support Services is responsible for the strategic oversight, leadership, and day-to-day management of the Facilities Department operations control center, residential facilities, grounds, labor/utilities, and the custodial services contract. They will provide vision, expertise, stewardship and lead initiatives to enhance operational communications, deliver exceptional customer service, and positive interactions with University peers/customers. The Director will apply a customer centric approach to the outward facing areas of the Facilities Department, working closely with various departments to address facility needs, manage resources, and respond to emergencies, contributing to a safe, clean, and well-maintained campus environment.

### **Essential Functions:**

#### Operations Control Center Management:

- Lead, manage and direct the operations control center, ensuring seamless coordination of real-time responses to facilities-related needs, routine operations, campus communications and emergencies.
- Develop and implement policies, procedures, and agreements for managing all aspects of the control center functions, including robust communication and coordination within Operations Division and across the University Community. Maintain clear and open lines of communication

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with all stakeholders. Provide regular updates on facilities operations, project statuses, and service changes.

- Utilize, maintain, and advance the use and integration of the facilities management software (Maximo) and monitoring systems (JCI, Bosch) to enhance the performance of the control center while creating positive interaction with customers/users.
- Act as the central point of contact for facility-related inquiries and service requests. Provide exceptional customer service to students, faculty, and staff, ensuring all concerns are addressed promptly and effectively. Implement mechanisms for collecting feedback from the university community to drive continuous improvement in facilities services and customer satisfaction.

### Grounds/Labor/Custodial Management:

- Oversee the maintenance, condition, and presentation University grounds, including landscaping, hardscape, roads, athletics, and all associated areas. Develop and execute seasonal maintenance plans, including snow removal, fall leaf collection, and spring landscaping.
- Support university events, auxiliary services department, internal campus moves, and similar areas with the labor and equipment necessary to meet their requirement and provide excellent service in support of those functions. Manage the waste and recycling services across the University.
- Manage the contracted custodial service agreement ensure contractual obligations are being fulfilled and services are meeting University standards/expectations.

### Residential Facilities Oversight:

- Work closely with the Office of Residential Life and Learning (ORLL) to support student needs, coordinate maintenance and repairs, enhance the housing facilities, while ensuring a safe, clean, and aesthetically pleasing overall living experience.
- Serve as the primary interface for student housing issues related to Facilities, maintenance, and repair. Ensure resident complaints, maintenance requests, and concerns are communicated, responded to and resolved in a timely and professional manner.

### **What We're Looking For**

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**Basic Requirements:**

- Knowledge and skills as typically acquired through completion of Bachelor's degree in a related field with 10+ years of experience.
- Minimum of 5 years' experience in leadership role directing or managing a cross functional team.
- High level of skill in communicating, interacting, and building relationships with internal/external stakeholders with an understanding of impact on the larger organization to build excellent customer service.
- Knowledge of facilities support and operations in maintenance, repairs, and emergencies.
- Ability to work in a fast-paced environment and prioritize tasks and responsibilities.
- Must possess highly developed interpersonal skills, diplomacy and sensitivity, and the ability to exercise considerable judgment and discretion in establishing, building, and maintaining effective working relationships with administrators, faculty, staff, vendors, contractors, and other stakeholders.
- Demonstrated ability, and commitment to work effectively in, a culturally diverse and inclusive environment and to value and respect different perspectives.
- Ability to communicate ideas clearly, both verbally, graphically, and in
- Excellent knowledge, proficiency, and experience with computerized maintenance management systems and typical software required for the position.

**Preferred Qualifications:**

- Professional related licenses and/or certifications
- Advanced/Master's degree in related field
- Experience working at a higher educational institution and/or non-profits, or a private firm serving institutional
- Experience managing team of staff members, both internal and external consultants and working on multiple projects in differing stages at one time
- Understanding of design, construction, project management, planning, operations, maintenance, and contract analysis/evaluation

**Special Work Schedule Requirements:**

- This is an On-Site position based on the Medford/Somerville campus and will be expected to travel and work occasionally at the Universities' other campuses.

**Pay Range**



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Minimum \$125,950.00, Midpoint \$157,500.00, Maximum \$189,000.00

Salary is based on related experience, expertise, and internal equity; generally, new hires can expect pay between the minimum and midpoint of the range.

**Contact Information**

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

**Contact**