



## Facilities and Safety Services Job Family: **COLLEGE/UNIT: 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

Supervisor Facilities MANAGEMENT	Manager Facilities I MANAGEMENT	Manager Facilities II MANAGEMENT	Director Facilities MANAGEMENT	Senior Director Facilities I MANAGEMENT
<b>MAINTENANCE/OPERATIONS</b>				
Responsible for day-to-day coordination of maintenance operations and small project activity; receive, prioritize and schedule routine repairs and maintenance requests for assigned building infrastructure or facility; ensure appropriate response to routine and emergency maintenance and operations requests.	Oversee, prioritize and direct the daily management and operation of assigned mid-sized building(s) or multiple facilities; schedule and coordinate routine repairs and maintenance activities for assigned building infrastructure or facility; diagnose and ensure appropriate response to routine and emergency maintenance requests.	Manage, prioritize and direct maintenance operations of large infrastructure or multiple facilities; oversee maintenance activities and partner with central Facilities for strategic planning and alignment.	Direct and manage strategic implementation of major maintenance operations for mid-sized to large college/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-campus college/unit; plan and lead major work activity through partnership with central Facilities for strategic development and University alignment.
Serve as liaison; fosters partnership to central facilities zone structure, act as Unit Facilities Representative.	Serve as key point of contact; fosters partnership to central facilities zone structure, act as Unit Facilities Representative and/or Manager.	Serve as college/unit partner; cultivate and promote partnership for all central facilities zone service providers, collaborate with central zone management to ensure work is completed in accordance with Cornell processes, act as Unit Facilities Manager and/or Director with direct reporting and responsibility to Central Facilities.	Serve as strategic partner for mid-sized to large college/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 Unit Facilities Director with direct reporting and responsibility to Central Facilities.	Serve as strategic partner for large, complex, multi-campus college/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 Unit Facilities Director with direct reporting and responsibility to Central Facilities.
In collaboration with Manager/Director, provide assessment of building conditions and collaborate with a wide variety of	Assess building conditions and collaborate with a wide variety of stakeholders, participate in efforts to strategize, prioritize,	Manage development and implementation of building assessment conditions; advocate and prioritize needs for routine and planned	Develop mid-sized to large college/unit facility plans; evaluate risk, gaps and efficiency; advocate priorities and	Develop large, complex, multi-campus college/unit facility plans; evaluate risk, gaps and efficiency; advocate priorities and

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stakeholders to understand on-going repair and maintenance needs for assigned building area; ensure maintenance needs and priorities are effective, efficient and well documented.	and implement unit goals and initiatives to align maintenance needs with building occupants and programs for assigned building area; ensuring maintenance needs and priorities are effective, efficient and well documented.	maintenance; collaborate with a wide variety of stakeholders to review and strategize repair and maintenance needs for assigned building area(s); ensure maintenance needs and priorities are documented are forecasted and align with University goals.	collaborate with Central Facilities and a 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.	collaborate with Central Facilities and a 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.
Assist Manager/Director with annual and periodic building and systems inspections and testing programs adhering to local and state agencies and municipalities.	Ensure various annual and periodic building and systems inspections and testing programs adhering to local and state agencies and municipalities.	Oversee and ensure various 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 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 multi-campus/multiple facilities operations buildings and systems inspections and testing programs adhering to local and state agencies and municipalities; resolve non-compliant issues.
<b>Capital and Space Planning</b>				
Assist with space planning and renovations; advise stakeholders, allocate space and coordinate activities to minimize impact	Participate in space planning and renovations; advise stakeholders and implement space renovations and relocations to minimize impact	Oversee space planning and renovations; facilitate partnerships and enhance communication with stakeholders regarding space allocations. and implement space renovations and relocations to minimize impact	Work collaboratively and proactively with department stakeholders and leadership to develop and advance short- and long-term planning for allocating space management; assess existing space and provide recommended usage, renovation or alterations for mid-sized to large college/unit facility needs.	Provide oversight, leadership and expertise and partner proactively with department stakeholders and leadership to develop and advance short- and long-term planning for allocating space management, assess existing space and provide recommended usage, renovation or alterations for large, complex, multi-campus college/unit facility needs.
Assist with recommendations for effective facilities approaches and solutions related to space and equipment in alignment with desired department/unit goals.	Partner closely with faculty, staff and students to understand needs; recommend effective facilities approaches and solutions related to space and equipment in alignment with desired department/unit goals.	Partner closely with faculty, staff and students to understand needs; recommend effective facilities approaches and solutions related to space and equipment in alignment with desired department/unit goal.	Develop and implement facilities priorities; navigate and advance stakeholder and faculty priorities and lab requirements; evaluate, develop and implement changes in services provided.	Develop and implement facilities priorities; navigate and advance stakeholder and faculty priorities and lab requirements; evaluate, develop and implement changes in services provided.
<b>Logistic Operations</b>				
Oversee shipping/receiving functions for assigned area; provide direction and coordinate work schedules for effective	Manage shipping/receiving functions for college/unit; ensure structured, inventoried and well managed loading dock and mail	Manage and implement operating procedures to improve effectiveness of services related to loading dock and mail	Direct, develop and implement operational procedures related to improving effectiveness and efficiency of workflows	Direct, develop and implement operational procedures related to improving effectiveness and efficiency of workflows

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operations including, DOT compliance, intra-campus deliveries, and mailings	functions facility in compliance with university guidelines and safety standards.	functions facility	for shipping/receiving functions.	for shipping/receiving functions
<b>SAFETY/CODE COMPLIANCE</b>				
Assist with providing guidance regarding safety, health, environmental, and code issues which may involve fire code inspections, laboratory area safety affecting building occupants.	Provide guidance regarding safety, health, environmental, and code issues which may involve fire code inspections, laboratory area safety affecting building occupants.	Assess, address and provide guidance regarding safety, health, environmental, and code issues which may involve fire code inspections, laboratory area safety affecting building occupants.	Develop, recommend and implement safety protocols and programs in partnership with EHS; ensure compliance with building codes, university policies, federal, state and local regulations.	Develop, recommend and implement safety protocols and programs in partnership with EHS; ensure compliance with building codes, university policies, federal, state and local regulations.
Oversee lock and access control, ensure accurate and up-to-date maintenance of records	Manage building security and lock and access control; ensure accurate and up-to-date maintenance of records	Manage building security and lock and access control; oversee installation of security cameras, card access readers, alarms in conjunction with stakeholders; ensure accurate and up-to-date maintenance of records	Direct security management, develop procedures for access control, keys, camera system oversight in conjunction with stakeholders; ensure accurate and up-to-date maintenance of records	Oversee direction of security management, develop procedures for access control, keys, camera system oversight in conjunction with stakeholders; ensure accurate and up-to-date maintenance of records
<b>PROJECT AND MAINTENANCE STRATEGIES</b>				
Responsible for small project activity; assist with contractor selection for low-risk, routine/cyclical project needs; assist with bid materials preparation and outsources projects.	Participate in the development, implementation and coordination of construction and renovation projects; prepare proposals and/or project bid documents; in conjunction with contract office participate in bid process; partner with central facilities.	Manage development, planning and scope of moderately complex projects; work with stakeholder to determine needs and provide project guidance including compliance with contract/work order, budget and schedule expectations ensuring effective collaboration; may work with local ordinance to negotiate variance, as necessary.	Develop project feasibility and analysis for assigned college/unit project planning; determined 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 ordinance 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.
<b>COMMUNICATION</b>				
Regularly informs building occupants of issues and service/repair work affecting their areas of operation, may assist manager with various communication aspects.	Partner with building occupants to ensure rules and requirements are followed as mandated by building code compliance; communicate with building residents to ensure repairs meet expectation while notifying occupants of issues and work affecting their areas of operation.	Develop and prioritize communication strategies in efforts to establish and foster effective relationships with a variety of stakeholders including building occupants, colleagues and customers both within College/Unit and University stakeholders serving as key point of contact to ensure rules and requirements are followed as mandated by building code compliance;	Develop, prioritize and implement communication strategies in alignment with Central Facilities and University goals and mission; develop and foster effective 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	Develop, prioritize and implement communication strategies in alignment with Central Facilities and University; develop and foster effective relationships with key 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

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		liaison with central facilities and building occupants/customers to meet and resolve needs.	requirements as mandated by building code compliance.	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.
<b>BUDGET</b>				
Monitor repair costs and ongoing expenses to adhere to assigned budget; gather information and assist with initial preparation of department budgets.	Assist with development of budget for area; monitor, prioritize and analyze expenses against budget; provide guidance and recommend strategies to increase efficiencies; assist with financial reporting of construction, renovation and routine maintenance of mid-scale facilities while adhering to established budgets.	Collaborate with Director, central facilities and stakeholders to develop unit facilities budgets; oversee and manage financial planning, reporting and alignment of budget recommending methods to ensure expenses adhere to project budgets for construction, renovation and routine maintenance of large-scale facilities.	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.
<b>PURCHASES/VENDOR CONTRACTS</b>				
Identify and recommend purchases; coordinate with outside vendors and orders.	Recommend purchasing strategies and deliver approaches to improve efficiencies, ensure contractual service agreements are met.	Oversee major purchasing functions, service agreements and contracts; monitor schedules, terms and conditions to measure cost effectiveness and efficiency of purchased services.	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.
<b>POLICIES/PROCEDURES</b>				
Assist in the adherence of procedures and policies related to assigned area; proactively identify and work with building residents to provide guidance of building rules and requirements.	Enforce, recommend and assist in the development of procedures and policies related to assigned area and facilities operations; participate in the development of building rules and requirements.	Define, deploy and communicate improved and enhanced policies, procedures and techniques related to the services being provided, expected behaviors and optimized decision-making, focused on serving to	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,	Evaluate, formulate, and ensure implementation and communication of improved and enhanced policies, procedures and techniques related to expected behaviors and optimized decision-

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		advance unit goals.	focused on serving to advance unit goals.	making, focused on serving to advance and align to university goals.
<b>SUPERVISION</b>				
May coordinate building coordinators workload and inform staff of required training to meet college and university policies, federal, state and local regulations and safety compliance.	May supervise staff; prioritize and oversee daily maintenance and repair work and building infrastructure, referring complex cases to supervisor, as needed. Inform staff of required training to meet college and university policies, federal, state and local regulations; adhering to UAW and BTC agreements, when applicable.	Manage staff, provide guidance and direction and assess staff performance; provide staff professional development opportunities while striving for high performing team; 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 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.

**Related Competencies/Skills**

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

<b>Customer Service Management (All Levels):</b> 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.
<b>Decision Making and Critical Thinking (All Levels):</b> Knowledge of the decision-making process and associated tools and techniques; ability to accurately analyze situations and reach productive decisions based on informed judgment.
<b>Facilities Management (All Levels):</b> Knowledge of the full spectrum of facilities management activities; ability to maintain, care for and develop commercial and physical facilities.
<b>Relationship Management (All Levels):</b> Knowledge of the techniques and the ability to establish and maintain healthy working relationships with clients, vendors and peers.
<b>Effective Communication (All Levels):</b> 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.
<b>Managing Multiple Priorities (Mgr &amp; DIR):</b> 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.
<b>Team Management and Team Building (Dir):</b> Knowledge of effective team building techniques and ability to form and manage effective teams.

**Job factor Profile table**

<i>FACTOR PROFILE</i>	<b>10923 SUPERVISOR FACILITIES, BAND E</b>	<b>10604 MANAGER FACILITIES I, BAND F</b>	<b>10605 MANAGER FACILITIES II, BAND G</b>	<b>10253 DIRECTOR FACILITIES, BAND H</b>	<b>11347 SENIOR DIRECTOR FACILITIES, BAND I</b>
<b>MINIMUM EDUCATION AND EXPERIENCE EQUIVALENCY</b>	Trade/technical/ vocational school degree and 2 to 4 years relevant experience or equivalent combination. May be required to demonstrate proficiency of knowledge of University policies and procedures surrounding project work.	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.
<b>IMPACT</b>	Moderate impact	Moderate impact	Moderate impact	Substantial impact	Significant impact
<b>CONTACTS - INSIDE</b>	Assists others Cooperation of task completion	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
<b>CONTACTS - OUTSIDE</b>	Provide information within pre-established documents or programs	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
<b>CONTACTS - STUDENTS</b>	Limited contact	Limited contact	Occasional contact to provide information and instruction	Limited contact	Limited contact

<i>FACTOR PROFILE</i>	<b>10923 SUPERVISOR FACILITIES, BAND E</b>	<b>10604 MANAGER FACILITIES I, BAND F</b>	<b>10605 MANAGER FACILITIES II, BAND G</b>	<b>10253 DIRECTOR FACILITIES, BAND H</b>	<b>11347 SENIOR DIRECTOR FACILITIES, BAND I</b>
<b>SUPERVISION</b>	May provide 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	Day-to-day supervision to employees within the dept	Provide supervisory direction to other managers
<b>COMPLEXITY</b>	Frequently adapt, combine or make improvements in an existing service, product, process or program. Work requires reasoning skills and judgment	Frequently adapt, combine or make improvements in an existing service, product, process or program. Work requires reasoning skills and judgment	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
<b>LEVEL OF DECISION MAKING</b>	Responsible for making decisions within prescribed limits and/or providing input to others for 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
<b>FREEDOM OF ACTION</b>	Directly affect multiple functional areas Limited effect on students and employees	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.
<b>EFFECT OF DECISION MAKING</b>	General supervision Some interpretation of established policies and procedures required	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
<b>WORKING CONDITIONS</b>	Variable working conditions including exposure to conditions which require cautious handling of animals or mildly toxic plants; 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 animals or mildly toxic plants; 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 animals or mildly toxic plants; 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