
Job Title	Director of Facilities and Operations Planning
PVN ID	RF-2404-006253
Category	Managerial and Professional
Location	RESEARCH FOUNDATION OF C.U.N.Y.
Department	Office of the Chief Operating Officer
Status	Full Time
Annual Salary	\$157,073.00 - \$170,163.00
Hour(s) a Week	35
Closing Date	Jun 24, 2024 (Or Until Filled)

General Description

Reporting directly to the Chief Operating Officer, the Director of Facilities and Operations Planning for the Research Foundation of CUNY (RFCUNY) is charged with two distinct major areas of responsibility.

The Director works closely with the RFCUNY 230 West 41st Street LLC Committee, as well as the contracted building management leadership, to ensure a well-maintained, secure office building, placing maximum emphasis on positive responses to the concerns and needs of the tenants, environmental health and safety, and quality programs in coordination and conjunction with the owner's goals and objectives. The Director assembles feedback from RFCUNY staff and manages the relationship between RFCUNY, the LLC and external consultants involved in all aspects of building management. The Director is expected to be on call 24/7 in response to building-related matters.

The Director also provides support and leadership to management's efforts to assure well-managed operational functions, with specific focus on organizational systems, procedures, and practices related to the key areas of Grants & Contracts and Procurements & Payables.

Other Duties

BUILDING MANAGEMENT

- Under direction of the COO and working closely with the contracted building management leadership, provide "in charge" responsibilities for the property. These responsibilities include being on-call 24 hours, managing, and delegating maintenance staff and contractors.
- Respond to inquiries and requests by building tenants and resolve problems and issues
- Conduct tours of available building space with prospective tenants
- Assist with administering tenant occupancy including providing the new tenant with an introduction letter regarding emergency contacts, insurance requirements, rent collection procedures, and maintenance

request procedures

- Conduct regular building inspections and prepare reports
- Manage annual budget and schedule of expenses, initiate corrective measures, and prepare reports by collecting, analyzing, and summarizing data
- Ensure that property and lease files are properly maintained and kept up to date
- Provide timely, effective service and accessibility while complying with regulations
- Ensure facilities are in compliance with applicable policies, regulations, and building codes.
- Stay informed of changes to space assignments within the building
- Other duties as assigned.

Building Maintenance:

- Work onsite regularly to ensure quality of building maintenance
- Coordinate building maintenance and repairs with building maintenance team that affect normal building operations
- Maintain building systems by contracting for repairs and service, and prepare specifications for competitive bids on larger maintenance projects and service agreements
- Provide building occupants with updates of electrical, water, and other service outages and scheduled shutdowns
- Manage daily property requirements and suggest capital improvements by regularly inspecting properties for damage and inefficiencies
- Collaborate with vendors and contractors, and coordinate with tenants, to expedite completion of work
- Present routine reports on activity, property inspection, structural integrity, and lighting
- Prepare and monitor maintenance budget

Security:

- Manage and direct security staff and related activities
- Oversee building security working closely with building management team

Janitorial Services:

- Manage and direct cleaning staff and related activities
- Request special janitorial services as necessary

Emergency Plans:

- Develop and implement emergency plans
- During evacuations, assists emergency response teams in assessing building condition, locating missing personnel, shutting off utilities, and delivering a status report to assembly-point leaders
- Maintain a safe environment for building occupants and visitors

OPERATIONS MANAGEMENT PLANNING

- Under the direction of the COO and working collaboratively with all area directors, perform assessments of operational management systems, processes, and best practices including Grants & Contracts, Payments & Procurements, and Customer Service & Development
- Oversee Administrative Services Department
- Formulate strategic and operational objectives
- Implement and execute strategy and annual plans
- Develop, implement, and maintain quality assurance protocols

- Increase the efficiency of existing activities, processes, and services to enhance functionality
- Define, implement, and revise operational policies and guidelines for the organization as required
- Ensure operational activities are carried out in a timely manner
- Maintain consistent communication with managers, staff, principal investigators, and vendors to ensure proper overall operational functions
- Track staffing requirements, hiring of new employees as needed for areas under the direct supervision of the COO
- Ensure all operations are carried out in an appropriate, cost-effective way
- Ensure organizational processes remain legally compliant
- Together with COO develop and implement appropriate professional development and training programs for operational areas
- Other duties as assigned

Qualifications

- Bachelor's degree in business administration and operations, real estate management or a related field, Master's degree preferred
- A minimum of five years' experience as manager of a large commercial property, preferably in NYC
- Proven work experience as an Operations Manager or similar role
- BOMA certification preferred
- A minimum of five years' experience in project management and coordination, especially in the research field
- Knowledge of Building Management System (BMS), building maintenance ticketing system, and fire alarm system (S3) strongly preferred
- Knowledge of grants management and e-procurement systems is a plus
- Knowledge of Jaggaer and Cayuse highly desirable
- Experience in personnel management and supervision
- Experience in working with research institution faculty and students
- Knowledge of organizational effectiveness and operations management
- Experience budgeting and forecasting
- Familiarity with business and financial principles
- Knowledge of building systems and engineering
- Knowledge of relevant laws, regulations, and building codes
- Experience interacting with contractors and service providers
- Thorough understanding of how to create and maintain budgets
- Attention to detail
- Strong communication and customer service skills
- Strong organizational, critical thinking, and problem-solving skills