



## POSITION PROFILE

<b>Position Title: GM 2, Facilities/Engineering</b>	<b>Created Date: August 2003</b>
<b>Discipline: Unit-Facilities</b>	<b>Sub Function: Facilities</b>
<b>Bonus Eligibility: Yes</b>	<b>Occupation Code: UE2008</b>
<b>Salary Grade and Range: 9</b>	<b>PLEASE SEE SDX NATIONAL SALARY STRUCTURE CHART</b>

### POSITION DESCRIPTION

**Position Summary:** *Describe the positions purpose and overall role in the organization. Identify major job objectives and initiatives.*

Provides local leadership and strategic direction to build client relationships and new business opportunities to enhance profitability for the Company. Directs business practices in order to uphold Company mission and values. Develops new and emerging business solutions for sustained growth and effective day-to-day operations.

**Core Competencies Needed:** *This position needs to be proficient in the following areas:*

- Analytical Thinking
- Interpersonal Relations
- Diversity Awareness
- Customer Focus
- Drive and Dependability
- Stress Tolerance and Flexibility
- Delegating and Directing
- Planning
- Team Building
- Communication



**Technical Duties and Responsibilities:** *Describe the positions technical duties and responsibilities.*

**Responsibilities:**

- Provides team leadership by ensuring cohesiveness at the unit and with the client
- Oversees expenditures to control unit financials
- Directs daily property maintenance, housekeeping and custodial service operations in order to provide quality services
- Maintains and implements sanitary and safety conditions and training to adhere to auditing procedures and statutory regulations
- Develops a business plan for the client that establishes a rapport, promotes partnership and fulfills the clients' needs and expectations
- Accountable for the execution of product and service quality by maintaining highest level of delivery
- Promotes and supports workplace diversity initiatives

**Duties:**

- Executes strategic plan by implementing short and long-term goals that align with the scope of service, mission and values.
- Manages by providing positive and constructive feedback to employees in order to reward, coach, correct and motivate.
- Supervises day-to-day work activities by delegating authority, assigning and prioritizing activities, and monitoring operating standards.
- Establishes a safe work environment for employees by performing safety audits and inspections, conducting safety-related training, and maintaining on-going communications with employees.
- Creates and manages the budget by increasing revenue and controlling unit expenditures to ensure accuracy of operating and administrative budget.
- Reviews financial statements to ensure performance is in accordance with business strategic initiatives.
- Monitor and enforce Sodexo Quality Assurance/Quality Improvement standards.
- Oversees major repair and renovations projects by identifying and managing vendors/contactors, including bid process, contract compliance, and vendor/contractor performance.
- Maintains control of physical plant operations and all other aspects of property maintenance.



**Typical Knowledge and Skills:** *Identify the qualifications to competently perform the job. List any language(s), software or registrations required to perform this job. Please describe the typical writing, speaking and presentation skills required for this job and identify the audience.*

- **Communication and Influence:** Requires verbal and written communication skills to convey complex and/or detailed information to multiple individuals/audiences with differing knowledge levels. Role may require strong negotiation and influence, communication to large groups or high-level constituents, representation of the organization, advanced tact and diplomacy, etc.
- **Technical Knowledge:** Complete understanding and wide application of basic principles, theories, and concepts in area of specialty. Basic knowledge of one or more other related disciplines.
- **Analytical Thinking:** The ability to systematically gather information from a variety of sources, analyze information, identify implications of data, draw appropriate conclusions, generate viable, alternative solutions to a question or problem, and evaluate the consequences of choosing each alternative.
- **Interpersonal Relations:** The ability to develop and maintain professional, trusting, positive working relationships with clients, supervisors, staff, managers, customers, and vendors.
- **Diversity Awareness:** The ability and willingness to be aware of, understand, respect, and value the diverse cultural, ethnic, gender, age, educational, professional, etc. backgrounds and styles of others and to adapt one's own behavior based on that understanding.
- **Customer Focus:** The ability and willingness to provide excellent service to external/internal customers and clients. This includes seeking to meet customer needs, expectations, and demands quickly and effectively; remaining calm and professional when dealing with difficult internal or external customers; reviewing complaints from internal/external customers and taking action to remedy the complaint; and treating the customer as valuable.
- **Drive and Dependability:** The ability and willingness to demonstrate eagerness, enthusiasm, optimism, and passion when working. These includes demonstrating commitment, persistence, and heighten personal effort in the face of obstacles and adversity; pursuing excellence for self and organization; having a sense of urgency; and possessing ambition.
- **Stress Tolerance and Flexibility:** The ability to work productively and effectively in a fast paced, stressful, demanding, and/or ambiguous work environment.
- **Delegating and Directing:** The ability and willingness to delegate the authority to complete work activities, giving clear direction as to what needs to be done, and monitoring performance against a predetermined deadline and/or measure of quality to ensure quality and timely completion of assignments.
- **Planning:** The ability to set priorities, plan, and coordinate work activities. This may include developing plans with long-range horizons based upon a sound knowledge of corporate expectations (policies, budgets, strategic plans.)
- **Team Building:** The ability to motivate and guide others to work hard by building a sense of teamwork and commitment. This includes clearly communicating and reinforcing aims and goals of team, unity, cooperation and excellence.
- **Communication:** The ability to speak clearly and politely to management, associates, and customers when conveying information, using correct grammar when speaking and not using slang terms; and targeting the amount, style, and content of the information to the needs of the receiver.



**Supervision:** *Identify the level of supervision received and provided.*

**Supervision Received:** Work is performed without significant direction. Employee has flexibility to determine objectives of assignments. Supervision received is primarily to consult and share ideas, and to review progress towards goals and objectives.

**Supervision Provided:** Has direct responsibility of client contract and manages activities of unit(s) through lower level subordinate managers or exempt employees who exercise significant latitude and independence in their assignments. Has full Human Resource responsibility (selection, orientation, training and development of employees, including initiating personnel actions, such as the hiring and termination of employees, scheduling). Functions as an advisor to a unit regarding tasks, projects, and operations. Becomes actively involved in daily operations only when required to meet schedules or to resolve complex problems. Develops and administers budgets, schedules, and performance.

**Impact of Decision:**

Direct responsibility for an account/unit with \$1 to 9 million or more in annual managed volume. Decisions are more significant in their impact, influencing overall program or project success, client relationships, finances and/or the operating unit's ability to meet objectives. Errors are not readily apparent due to the complexity of work process/product or time between decisions and results. Errors typically result in significant expenditure of time, resources and funds to correct.

**Scope of Impact:** Decisions affect work of own unit/area and related operations/departments.

**Minimum Requirements:**

- **Legal Age:** 18 years old
- **Education or Equivalent Experience:** Bachelors Degree or 4 years Management or Functional Experience
- **Supervisor/Managerial Experience:** 3 years
- **Function Specific Experience:** 3 years
- **Certification Requirements:** none

**Working Conditions:** *Describe the physical environment in which the job works and any special physical qualifications required (safety hazards, visual/hearing acuity or unusual conditions).*

Work is performed in area that is adequately lighted and ventilated.

**Physical Demands:** Typical physical demands are required to perform the work, such as some walking, standing, bending or carrying of light items.

Date Approved:

Created By: Jacquelyn Bailey and Michelle Burkman