



**Florida State University  
Director of Maintenance and Operations**

**Position Description**

Florida State University seeks a highly motivated leader with exceptional strategic, operational, and interpersonal skills and broad expertise to lead the facilities operations and maintenance function as Director.

**Florida State University**

At FSU, there's the excitement of being part of a vibrant academic and professional community, surrounded by people whose ideas are shaping tomorrow's news. One of the nation's elite research universities, Florida State University preserves, expands, and disseminates knowledge in the sciences, technology, arts, humanities, and professions, while embracing a philosophy of learning strongly rooted in the traditions of the liberal arts and critical thinking.

FSU's welcoming campus is located on the oldest continuous site of higher education in Florida, in a community that fosters free inquiry and embraces diversity, along with championship athletics, and a prime location in the heart of the state capital. Florida State University retained its place in the Top 20 among national public universities in the latest U.S. News & World Report rankings. FSU is number 19 on the list, marking the second consecutive year that the university placed in the Top 20.

As one of the largest and oldest of the 12 institutions of higher learning in the State University System of Florida, FSU offers a distinctive academic environment built on its cherished values and unique heritage. With over 45,000 students, approximately 6,600 employees and an operating budget of \$1.62 billion, FSU provides a welcoming campus environment. Underlying the educational experience at FSU is the development of new generations of citizen leaders, based on the concepts inscribed in the University's seal: Vires, Artes, Mores — Strength, Skill, and Character.

Throughout its history, FSU has grown its academic organization and expanded from the original few acres and buildings to 384 buildings on 1,632 acres, including the downtown Tallahassee main campus of 485 acres, the Seminole Reservation—a recreational facility, the Coastal and Marine Laboratory on the Gulf Coast, the John and Mable Ringling Museum of Art, the FAMU-FSU College of Engineering facility, the National High Magnetic Field Laboratory and Division of Research at Innovation Park, and the campus in

Panama City, Florida as well the international branch Florida State University-Panama campus, located on the isthmus of Panama.

### **The Position**

FSU is deeply committed to the stewardship of its natural and built environments and takes great pride in its planning, design, buildings, and landscapes. The Director of Maintenance and Operations (Director) is a key leader in stewarding these resources and helping the University meet its vision of teaching, learning, research, and service.

The Director is responsible for overseeing all day-to-day operations and maintenance of buildings. Reporting to the newly appointed Associate Vice President for Facilities, the Director is responsible for overseeing FSU's physical campus, including maintenance, repair, and improvements of all buildings, in house projects, deferred maintenance planning, preventative and planned maintenance, warehousing, and vehicles.

The Facilities department employs nearly 700 staff who manage over 1,600 acres that include more than 8.1 million square feet of educational and general (E&G) university space, approximately 14.6 million total gross square feet (E&G and non-E&G space), and 400+ buildings, an annual operating budget of \$139M and an average annual capital budget of \$290M. With over \$1B in capital projects planned in the coming years, the Director is poised to be a key leader in growing, maintaining and operating the physical plant of FSU's academic, research and innovation, and clinical enterprises.

Direct reports to the Director of Maintenance and Operations include:

- Operations & Maintenance (Zones)
- Shop Management
- Deferred Maintenance
- Asset Manager

### **Specific Responsibilities Include:**

- Work collaboratively and cooperatively with the FSU community.
- Direct the operations of the building trades with a strong focus of operational effectiveness.
- Direct team involved in facilities maintenance and operations including staffing, evaluation, training, supervision within the group.
- Work collaboratively with the facilities department to ensure proper delivery of services.
- Develop training and apprenticeship programs to enhance skillsets of the staff.
- Provide effective oversight of vendors and suppliers.
- Manage personnel to ensure staff are trained with skills necessary to perform assigned tasks.

- Oversee services that meet the mission and goals of the institution by supervising, managing, directing, or utilizing the resources (staff, budget, equipment, tools and supplies) assigned to the care of the facilities/physical assets and operations of services.
- Manage (at varying levels) facilities/physical assets or operation of a service, e.g., maintenance, custodial services, and grounds/landscape services.
- Utilize data from the CMMS to develop key performance indicators.
- Identify and Recommend efficiencies both with staff performance as well as business processes.
- Ensure the quality, service, and efficiency of the daily operations and long-term planning of Operations and Maintenance including building trade operations, maintenance, and the physical condition of the building Mechanical, Electrical, and Plumbing (MEP) systems, building envelope and other related building maintenance trades.
- Interpret and administer policies established by federal, state, and local agencies as applicable to department operations.
- Establish and maintain effective communication and coordination for department including overseeing operation of a customer service center.
- Review and approve procedures for emergency repairs, routine repairs and planned preventative maintenance tasks.
- Oversee an Integrated Work Management System (IWMS) using key performance indicators (KPI's) to optimize efficiency of staff, enforce safety initiatives and ensure compliance with regulatory requirements and FSU policies.
- Assess the effectiveness of the processes and systems and assure resources are in alignment with operational priorities and strategic goals.
- Create mission and vision principles based on institutional core values and applies overarching principles and philosophies to the work culture.
- Hold department leaders accountable for high performance and high engagement by articulating expectations, monitoring performance, and providing feedback/recognition consistently across areas of responsibility.
- Approve department HR policies, assures compliance requirements are met and establish consequences for non-compliance. Serves as the final department approval authority for HR recommendations.
- Advocate for and negotiate with university leaders regarding budget and service level agreements. Responsible for strategic planning for department and establishes short- and long-term budget priorities, allocates resources and finalizes/approves department budget.
- Contribute to overall Facilities' budget development and policy and communicates budget decisions and processes. Establishes accounting controls for department.
- Ensure effective management and oversight of vendors and suppliers, including contract administration, work planning and completion of work or projects.
- Provide oversight, review, and analysis of metrics to assure quality service to the FSU community.
- Advocate for long term stewardship of facility and physical assets.

## Qualifications

- Bachelor's degree and seven years of related experience or a Master's degree and five years of experience related to facilities and/or grounds services. Two years of experience must be in a supervisory role. The preferred candidate for this position will have progressively responsible experience in Facilities Management, which includes a management position.
- Considerable experience and knowledge of the principles and practices in mechanical, electrical plumbing and HVAC disciplines.
- Knowledge of building codes and environmental regulations.
- Strong project management skills and the ability to manage multiple, complex projects.
- Must be able and willing to respond to campus and work occasionally based on the campus needs.
- Must have interpersonal skills and ability to work cooperatively and collaboratively.
- Extensive knowledge of capital planning, financial planning, land-use planning, and master planning.
- Extensive knowledge of building operations.
- Experience with change management and team-building abilities, outstanding oral and written communication skills.
- Problem solving skills to reach efficient and effective solutions in a collaborative manner.
- The ability to lead major activities in a collaborative manner with a wide range of internal and external constituencies.
- The ability to represent and advocate FSU's needs to the Board of Trustees, state legislature, and other policymaking agencies.

## Tallahassee and the Region

Named a Top 10 Best Southern City by Southern Living magazine for the second year in a row, Tallahassee's welcoming residents, canopied roads and moss-draped oaks prove that Florida's Capital City is a pretty and unexpected destination. Arts, culture, and heritage define the community, from galleries and historic sites to classical or quirky performances, music festivals, live entertainment of the bold and sometimes subtle artistic accents found everywhere. It is a destination with rich historical roots woven into its core, with an array of museums and historic sites each offering a glimpse into the lives that shaped Tallahassee. With over 700 miles of trails filled with natural wonders and beauty, an ever-evolving dining scene, historic landmarks, family-friendly activities and more, it's easy to see why Tallahassee is a desirable destination.

## To Apply

Florida State University has retained Opus Partners to support the recruitment of this position. Katie Dean, Associate Partner; and Chris Stadler, Associate, are leading the search. Applications and nominations should be sent by email to: [chris.stadler@opuspartners.net](mailto:chris.stadler@opuspartners.net). Applications should include a cover letter and resume that should address the candidate's experience related to the responsibilities and qualifications outlined in the position description.

\*

*Florida State University is an Equal Opportunity/Access/Affirmative Action/Pro Disabled & Veteran Employer. FSU's Equal Opportunity Statement can be accessed at:*

[https://hr.fsu.edu/sites/g/files/upcbnu2186/files/PDF/Publications/diversity/EEO\\_Statement.pdf](https://hr.fsu.edu/sites/g/files/upcbnu2186/files/PDF/Publications/diversity/EEO_Statement.pdf)

FSU conducts pre-employment screening which includes a criminal background check, verification of work history, academic credentials, licenses, and certifications. Employment is contingent upon successful passing of the background check and completion of the University's onboarding process.