

Job Level	Director of Operations	Management Level I
Problem Solving	<ul style="list-style-type: none"> * Decides on standards of operation which ensure the cleanliness, maintenance and safety of a large comprehensive, 360,000 s/f facility serving an average customer base of 22,000 users per day. * Provide primary leadership and supervision for the day-to-day operation of the Lory Student Center facility * Establishes annual goals for the department and decides upon reporting metrics for inclusion in the departmental annual report including the use of the Skyfactor and departmental work life surveys. 	<ul style="list-style-type: none"> ▪ Teams work within prescribed rules, guidelines, and policies and work is often transactional/ routine/cyclical in nature.
Interaction/ Communication	<ul style="list-style-type: none"> * Serve as the primary contact for renovation and expansion project coordination * Participate as an active member of the Lory Student Center's leadership team and in planning for improvements to the Lory Student Center services, physical facilities, new programs, cost containment, and revenue enhancement. 	<ul style="list-style-type: none"> ▪ Adapts communication styles to differing audiences.
University Impact	<ul style="list-style-type: none"> * Serve as the primary building proctor and as liaison with the CSU Facilities and Environmental Health and Safety office. * On a regular basis, communicate and inform the city Transfort Manager regarding scheduling, outages, and planned maintenance projects affecting their operation on campus. Build and maintain relationships with vendors (approximately 30) and external contacts to create a lasting partnership. 	<ul style="list-style-type: none"> ▪ Department/unit focused. ▪ Work provided by the team has short-term (within one year) impact by nature. ▪ Directs the application or existing principles.
Financial/ Budget Responsibility	<ul style="list-style-type: none"> * Establishes departmental budget of approximately \$3 million and monitors expenditures to ensure fiscal priorities are met. This includes planning, updating, and monitoring capital expenditures plan of approximately \$500k annually. 	<ul style="list-style-type: none"> ▪ Takes action to monitor costs of work team. ▪ May contribute to the department's fiscal management.
People Management	<ul style="list-style-type: none"> * Directly supervises 6 FTE, including custodial supervisor (#06425), administrative assistant (#8671), 4 maintenance personnel #08083, #5773, #07295, and #015715. Overall supervision includes 17 full-time and 50 part-time student employees 	<ul style="list-style-type: none"> ▪ Manages teams typically comprised of technical / administrative support roles that are homogeneous in nature. ▪ May have people management responsibility for pay reviews, performance management, and resource planning.