

Department of Human Services

Facility Administrator 3

SUMMARY: Under the direct supervision of the Director of the Office of Procurement, the Facility Administrator 3 coordinates all facility needs at Citizens Plaza State Office building as well as over 100 county offices throughout the State of Tennessee. The Facility Administrator 3 works closely with lessors of the Department of Human Services (DHS) properties as well as the Department of General Services to facilitate the real estate needs of DHS properties.

PRINCIPAL DUTIES AND RESPONSIBILITIES:

- Works in coordination with the Department of General Services (DGS)/State of Tennessee Real Estate Asset Management (STREAM) Division to identify deficiencies for improvement, program space needs analysis, develop budgets and coordinate the relocation of DHS staff to meet agency needs.
- Responsible for resolving complex problems associated with time sensitive schedules.
- Consistently maintains effective working relationships with others by responding promptly and constructively to inquiries or request from others staff, resolving conflicts immediately and cooperating fully with others to meet departmental objectives.
- Will be available 24/7 if county offices require immediate emergency action to address crisis associated with natural or man-made emergencies.
- Consistently and effectively maintains close contact with supervisors as to progress, problems and plans that impact DHS facility operations.
- Will provide direction and leadership in working with DHS staff to ensure the high quality delivery of services for DHS.
- Consistently and efficiently establishes clear and effective objectives and expectations in accomplishing work tasks.
- Will remain calm in emergency situations and will assist in the management of the Citizens Plaza Floor Warden Program.
- Implements follow up action to ensure problems are adequately addressed and resolved.
- Ensures compliance with Title VI standards
- Sets priorities on work to be completed so that more urgent and important tasks are given immediate attention
- Returns phone calls and emails in a timely manner
- Can generate recommendations based on need of blueprint review, furniture, equipment, etc.
- Can generate and implement a comprehensive safety and health plan to safeguard DHS staff.
- Will work directly with DGS/STREAM to coordinate DHS improvement needs with the TN State Building Commission, as well as working to vet projects with DGS/STREAM so that they are adequately programmed and funded.
- Will be accountable for all capital budget requests submitted to the Department of Finance and Administration for approval in the Governor's Budget.

Technical/Analytical

1. Ability to resolve maintenance issues
2. Ability to implement, monitor and enhance appropriate systems of internal controls and procedures.

Managerial

1. Prepare and present briefing to various organizations on facility issues.
2. Lead day to day operation as well as change and improvement efforts.
3. Maintain professional and technical knowledge by attending educational workshops, reviewing professional publications, establishing personal networks, and participating in professional societies.
4. Clearly communicate facility information to management
5. Continuously collaborate with management to assess the facility efficacy of departmental operations.

Knowledge, Skills, Abilities

1. Experience in a facility role, integrity, a proactive approach, and excellent judgment, a results-oriented and problem-solving mentality.
2. Management skills with the ability to coach and mentor staff with diverse levels of expertise.
3. Analytical skills that support tactical and strategic decision making.
4. Strong written, oral, interpersonal and presentation skills and the ability to effectively translate complex facility needs to individuals at all levels and backgrounds.
5. A comprehensive knowledge of facilities and maintenance.
6. A commitment to the mission of the organization.
7. Skill in organizing facility operations effectively and efficiently to meet business objectives.
8. Superior Organization skills.

Education and Experience: Graduation from an accredited four-year college or university with a bachelor's degree and equivalent to two years full-time employment in one of the following areas: (1) the management of employees who are involved in the administration of policies and procedures needed to established an organized program or the administration of service contracts for a business or public sector operation; (2) the professional administration of fire/life safety policies for a facility or the administrative management of employees involved in the maintenance of a facility or data center complex; or (3) the supervision of facilities maintenance crews.

COMPENSATION INFORMATION: Commensurate with Qualification

How to Apply: Resumes can be emailed to becky.r.parker@tn.gov **No phone calls please.**