

**State of Michigan
Civil Service Commission**

Capitol Commons Center, P.O. Box 30002
Lansing, MI 48909

Position Code

1. FACSUPV5

POSITION DESCRIPTION

This position description serves as the official classification document of record for this position. Please complete the information as accurately as you can as the position description is used to determine the proper classification of the position.

2. Employee's Name (Last, First, M.I.)	8. Department/Agency TECH, MGMT AND BUDGET - MB
3. Employee Identification Number	9. Bureau (Institution, Board, or Commission) State Facilities Administration
4. Civil Service Position Code Description Facilities Supervisor-5	10. Division Building Operations
5. Working Title (What the agency calls the position) Facilities Manager	11. Section West Region
6. Name and Position Code Description of Direct Supervisor JENSEN, BETHANIE C; STATE ADMINISTRATIVE MANAGER-1	12. Unit
7. Name and Position Code Description of Second Level Supervisor UPHAUS, JAMIE; STATE OFFICE ADMINISTRATOR	13. Work Location (City and Address)/Hours of Work Kalamazoo Psychiatric Hospital 1312 Oakland Drive, Kalamazoo, MI 49008 / 8:00 – 5:00, Mon – Fri, or some variation

14. General Summary of Function/Purpose of Position

The employee serves as the overall supervisor of a complex facility operation or outside facilities (responsibility for more than one building with a total square footage of 300,000 feet or more and an occupant capacity of at least 1,000) which includes responsibility for the supervision of skilled trades workers through first-line supervisors. Responsible for the provision of customer service and managing facility maintenance, repair, and operations for a cluster of buildings, known as a zone. Reviews and interprets goals and objectives of the work area in order to resolve problems, make recommendations for changes in instructions and/or guidelines. Directs staff and/or directly participates in matters relating to budgetary issues for a zone such as strategic planning, contractual services, service level agreements, inter-accounting procedures, renovations of space, acquisitions of additional space and planned/emergency infrastructure repairs as needed. Serves as a liaison to building occupants and supervises this work by others, identifying and resolving current and potential customer service issues, working with all parties to reach a solution that is satisfactory to the customer. Directs staff in, and uses, all policies, procedures and accepted professional facility management practices to maintain the value of State of Michigan facilities. This position is responsible for a zone currently comprised of the Kalamazoo Psychiatric Hospital, 320,108 sq ft.

15. Please describe the assigned duties, percent of time spent performing each duty, and what is done to complete each duty.

List the duties from most important to least important. The total percentage of all duties performed must equal 100 percent.

Duty 1

General Summary:

Percentage: 40

Provide excellent service to internal and external customers

Individual tasks related to the duty:

- Communicate effectively and appropriately with customers, agencies, and staff throughout DTMB.
- Maintain solid partnerships across DTMB to provide seamless service to customers.
- Address and resolve a variety of issues and problems.
- Prioritize technical maintenance needs and develop a schedule to meet those needs.
- Plan, organize and coach direct reports in daily activities.
- Perform informal follow-up surveys with customers.
- Continually evaluates performance of building operations staff through direct contact with customers.
- Direct staff in the professional methods used to serve as liaisons to tenant agencies to fulfill the agencies short/long term goals and objectives.
- Recommend, direct, and enforce management policies and service level agreements to ensure harmonious customer and employee relations.
- Participate in the inception and review of facility maintenance, service and lease contracts, directing others in the professional methods used to monitor service providers to ensure that customer service goals are met.
- Plan, organize, direct and control work activity in the zone as prescribed by professional standards, recommend and revise work procedures to meet customer needs.
- Actively participate in accepted facility/property management practices in providing regular inspections for, and correction of, deficiencies affecting customers within a zone.

Perform related work as assigned.

Duty 2

General Summary:

Percentage: 25

Direct subordinates in the operation, maintenance and renovation of zone functions.

Individual tasks related to the duty:

- Select and assign staff.
- Coordinate activities by scheduling work assignments, setting priorities and directing work of subordinate employees.
- Evaluate and verify employee performance through review of completed work assignments, work techniques and performance evaluations.
- Work closely with Health and Safety to ensure training programs meet OSHA, MIOSHA and Life Safety requirements.
- Work closely with Department of Health and Human Services clinical staff to ensure compliance with standards from The Joint Commission and Centers for Medicare and Medicaid.
- Ensure proper labor relations and conditions of employment are maintained.
- Establish program policies, procedures and guidelines.
- Direct and participate in the establishment, administration and evaluation of programs or services.
- Coordinate with Facilities Trades Supervisors and Facilities Managers to ensure work policies are carried out in a consistent manner across all functions of the zone.
- Ensure subordinates are using CMMS in a consistent manner with the entire division.

Duty 3

General Summary:

Percentage: 10

Maintain zone operations in compliance with all Health and Safety, The Joint Commission/Centers for Medicare and Medicaid and building codes/standards.

Individual tasks related to the duty:

- Monitor energy management, life safety and building automation systems.
- Initiate required corrective action as necessary.
- Direct the construction, alteration, repair and maintenance of assigned facilities.
- Inspect in-house and contracted work projects for conformance with job specifications, applicable building codes and standards.
- Perform internal and external building inspections including grounds and ensure all aspects are clean and in proper working order.
- Support the onsite Building Operations staff and DHHS administrative staff to address items identified in audits carried out by The Joint Commission and Centers for Medicare and Medicaid as they relate to operating the building.
- Participate in project planning meetings and provide input for specification plans and scheduling.
- Develop alternative strategies to address and resolve issues and problems that may occur during normal operations.
- Consult with state, local and federal governments and other interested parties regarding program standards.
- Ensure predictive maintenance and corrective maintenance are completed with proper time allowances.

Duty 4

General Summary:

Percentage: 10

Ensure fiscal responsibility for zone operating and construction expenses.

Individual tasks related to the duty:

- Review utility history trends and make recommendations for input.
- Review zone operating expenses.
- Justify variances and make recommendations for improvements.
- Estimate internal renovation costs and manage projects to meet budget.

Duty 5**General Summary:****Percentage: 5**

Ability to proficiently operate and use several software systems, including reporting features, to ensure building environments are maintained and tenant complaints are minimized.

Individual tasks related to the duty:

- CMMS
- Microsoft Platform
- Energy Management System
- Centralized Metering System
- Volo View
- SDS
- Elevator System

Duty 6**General Summary:****Percentage: 5**

Construction project oversight in assigned zone.

Individual tasks related to the duty:

- Act as the main point of contact for any Building Operations portion in construction coordination with the Design & Construction Division, i.e. project partnering, communication, tenant coordination, etc.
- Act as the project manager designate for all construction, remodel or reconfiguration projects done by any Building Operations staff. These responsibilities include communication, decision making, scheduling, coordination, and successful completion of all such projects.

Duty 7**General Summary:****Percentage: 5**

Perform duties as the Competent Person in fall protection in assigned zone.

Individual tasks related to the duty:

- Provide fall protection training to staff, through the Authorized Person level.
- Be present when fall protection is in use.
- Inspect fall protection systems annually.
- To ensure safety and compliance with regulations, halt work when fall protection is not being used or is improperly used by employees and/or contractors.

16. Describe the types of decisions made independently in this position and tell who or what is affected by those decisions.

Independent decisions and personal initiative necessary to determine how work assignments can be most efficiently completed. Decisions relating to emergency repairs of major building systems which affect services or work areas of building tenants and the general public.

17. Describe the types of decisions that require the supervisor's review.

Decisions requiring departure from established policies or guidelines. Decisions that could be perceived as setting or altering Office or DTMB policy. Decisions regarding major funding issues. Decisions when emergency repairs or other work may cause building closure or affect the tenant's ability to accomplish their mission.

18. What kind of physical effort is used to perform this job? What environmental conditions in this position physically exposed to on the job? Indicate the amount of time and intensity of each activity and condition. Refer to instructions.

Work responsibilities expose this position to:

- High-pressure steam lines, machinery, primary voltage distribution systems, roofs, water, louvers, cooling tower elevations, and high-speed rotating machinery.
- Possible exposure to chemicals and hazardous materials.
- Exposure to confined spaces, heights, and extreme temperatures.
- Standing, walking, lifting, and bending.
- Prolonged periods of sitting at a computer terminal.
- Ability to make field reviews of various worksites.

19. List the names and position code descriptions of each classified employee whom this position immediately supervises or oversees on a full-time, on-going basis.

Additional Subordinates

Building Trades Supervisor- 12 Building Trades Supervisor- 11 Departmental Technician 7-E9

20. This position's responsibilities for the above-listed employees includes the following (check as many as apply):

- | | |
|--|---|
| ☒ Complete and sign service ratings. | ☒ Assign work. |
| ☒ Provide formal written counseling. | ☒ Approve work. |
| ☒ Approve leave requests. | ☒ Review work. |
| ☒ Approve time and attendance. | ☒ Provide guidance on work methods. |
| ☒ Orally reprimand. | ☒ Train employees in the work. |

22. Do you agree with the responses for items 1 through 20? If not, which items do you disagree with and why?

Yes.

23. What are the essential functions of this position?

Provide management and leadership for subordinates in the operation, maintenance and renovation of zone functions. To hold staff accountable for achieving solid, positive results and providing excellent customer service. Speak freely and openly with staff in a constructive manner.

24. Indicate specifically how the position's duties and responsibilities have changed since the position was last reviewed.

New.

25. What is the function of the work area and how does this position fit into that function?

Provide management and leadership to subordinates. Responsible for managing all building operation aspects in relation to the maintenance, repair, operation, budget, customer service, quality assurance and human resources in a consistent and effective manner. Must be able to work with management to achieve desired outcomes and organizational accountability.

26. What are the minimum education and experience qualifications needed to perform the essential functions of this position.

EDUCATION:

Education typically acquired through completion of high school.

EXPERIENCE:

Facilities Supervisor 14

Three years of experience equivalent to a Domestic Services Supervisor 11 in a custodial occupation, Facilities Supervisor 11, Physical Plant Supervisor 12, or an 11-level supervisor in a labor and trades occupation performing building maintenance; or two years equivalent to a Facilities Supervisor 12 or a 12-level supervisor in a labor and trades occupation performing building maintenance; or one year equivalent to a Facilities Supervisor 13.

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

- management tools, practices, building operating systems, maintenance practices, and utilities.
- sound employee relations principles and the ability to lead, instruct, direct and evaluate employees.

Ability to:

- analyze and assess operations and programs and to organize and coordinate the work of others.
- communicate effectively and maintain positive employee and customer relations.

CERTIFICATES, LICENSES, REGISTRATIONS:

Completion of a master's level certificate in Facilities Management or other recognized programs such as those offered by BOMA in Facilities/Property Management, although not required, are highly desirable.

Training to the competent person level in fall protection will be required of this position within 6 months of hire.

NOTE: Civil Service approval does not constitute agreement with or acceptance of the desired qualifications of this position.

I certify that the information presented in this position description provides a complete and accurate depiction of the duties and responsibilities assigned to this position.

Supervisor

Date

TO BE FILLED OUT BY APPOINTING AUTHORITY

Indicate any exceptions or additions to the statements of employee or supervisors.

NA

I certify that the entries on these pages are accurate and complete.

MICHAELA FABUS-MAIN

7/28/2026

Appointing Authority

Date

I certify that the information presented in this position description provides a complete and accurate depiction of the duties and responsibilities assigned to this position.

Employee

Date