

### Facilities Job Function

Grade	Facilities Management	Construction Management	Custodial Services	Landscape Services	Utility Services	Mail and Transportation Services
55	-Facilities Manager I					
56	-Facilities Manager II	- Project Manager I	Custodial Supervisor I	- Landscape Supervisor		- Mail Supervisor - Transportation Manager I
57	- Facilities Manager III  - Facilities Manager III (Central)	- Project Manager II	Custodial Supervisor II	- Recycling and Waste Management Manager	- Utilities Manager I - Inspector	- Transportation Manager II
58	- Facilities Manager IV  - Facilities Manager IV (Central)	- Project Manager III	Custodial Manager I	-Landscape Manager	- Utilities Manager II - Inspector Manager	- Mail Manager
59	- Facilities Manager V  - Facilities Manager V (Central)	- Project Manager IV			-Utilities Manager III	- Transportation Manager III

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## Facilities Job Function

### Facilities Management Job Family

Level	Function/ Roles	Experience/ Education (Minimum Required)	Typical Duties and Responsibilities (Cumulative from level to level in each job family)	Impact/Scope	Supervision
55E	Facilities Manager I	Bachelor's degree or equivalent experience in facilities planning preferred  2+ years of relevant experience	<ul style="list-style-type: none"> <li>• Manages the activities involved in the maintenance of facilities and equipment</li> <li>• Responsible for building operations, including structural maintenance</li> <li>• Responsible for regulatory and building code compliance</li> <li>• Manages the activities involved in the design and renovation projects for a facility</li> <li>• Acts as liaison with Physical Resources on capital projects</li> <li>• Develops and manages budget and inventory systems</li> <li>• Prepares related cost estimates</li> <li>• Initiates and authorizes repairs or replacements</li> <li>• On-call for building emergencies</li> </ul>	<p><b>IMPACT</b> Some impact on operations, resources, or University's reputation</p> <p><b>SCOPE</b> Provides comprehensive facilities management for a building(s)</p>	<p><b>RECEIVED</b> <b>Under General Direction:</b> Within this job, the incumbent normally performs regular assignments using own judgment and following department / university policy, while keeping supervisor informed as necessary. Receives general guidance on new projects as to methods, procedures and desired end results. The incumbent has discretion to make decisions within the scope of his/her responsibilities. Complex assignments are usually reviewed upon completion.</p> <p><b>GIVEN</b> <b>Supervises:</b> Supervises work and processes, assigns work, typically has primary responsibility for evaluating performance and performance management, effectively recommends hiring and firing decisions.</p>

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56E	Facilities Manager II	Bachelor's degree or equivalent experience in facilities planning preferred  3+ years of relevant experience	<ul style="list-style-type: none"> <li>• Manages the daily operations, maintenance and tenant relations</li> <li>• Responsible for regulatory and building code compliance</li> <li>• Responsible for emergency repair service</li> </ul>	<p><b>IMPACT</b> Moderate impact on operations, resources, or University's reputation</p> <p><b>SCOPE</b> Provides comprehensive facilities management for multiple buildings and/or a large complex building</p>	<p><b>RECEIVED</b> <b>Under General Direction:</b> Within this job, the incumbent normally performs regular assignments using own judgment and following department / university policy, while keeping supervisor informed as necessary. Receives general guidance on new projects as to methods, procedures and desired end results. The incumbent has discretion to make decisions within the scope of his/her responsibilities. Complex assignments are usually reviewed upon completion.</p> <p><b>GIVEN</b> <b>Supervises:</b> Supervises work and processes, assigns work, typically has primary responsibility for evaluating performance and performance management, effectively recommends hiring and firing decisions.</p>

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57E	Facilities Manager III	Bachelor's degree  5+ years of relevant facilities planning experience  Supervisory experience required	<ul style="list-style-type: none"> <li>• Responsible for management of operation, maintenance and upgrades of multiple buildings</li> <li>• Establishes and implements all programs that ensure proper operations and maintenance of facilities, including custodial programs</li> <li>• Maintains all building facilities, grounds and systems, including all alarm systems</li> <li>• Manages vendors and service contracts</li> <li>• Responsible for staff training on regulatory compliance</li> </ul>	<p><b>IMPACT</b> Moderate impact on operations, resources, or University's reputation</p> <p><b>SCOPE</b> Provides advanced facilities management services for multiple large buildings</p>	<p><b>RECEIVED</b> <b>Under General Direction:</b> Within this job, the incumbent normally performs regular assignments using own judgment and following department / university policy, while keeping supervisor informed as necessary. Receives general guidance on new projects as to methods, procedures and desired end results. The incumbent has discretion to make decisions within the scope of his/her responsibilities. Complex assignments are usually reviewed upon completion.</p> <p><b>GIVEN</b> <b>Supervises:</b> Supervises work and processes, assigns work, typically has primary responsibility for evaluating performance and performance management, effectively recommends hiring and firing decisions.</p>

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57E	Facilities Manager III  Central	Bachelor's degree  5+ years of relevant facilities planning experience  Supervisory experience required	<ul style="list-style-type: none"> <li>• Communicates with facilities managers or other client representatives to determine requirements and develop maintenance and operations strategies</li> <li>• Oversees a team of skilled mechanics and building operators providing mechanical, electrical and HVAC maintenance services</li> <li>• Provides project oversight</li> <li>• Evaluates needs for contracted labor or specialty services, prepares detailed work specifications, contracts and manages vendor(s)</li> <li>• Prepares detailed price proposals for projects and preventive maintenance programs</li> <li>• Oversees regulatory compliance with applicable environmental regulations and safety codes</li> <li>• Conducts investigations and analyses of all service related incidents; prepares customer and management reports and takes necessary corrective action</li> </ul>	<p><b>IMPACT</b> Moderate impact on operations, resources, or University's reputation</p> <p><b>SCOPE</b> Provides advanced services, including consulting, for a unit, school or building complex</p>	<p><b>RECEIVED</b> <b>Under General Direction:</b> Within this job, the incumbent normally performs regular assignments using own judgment and following department / university policy, while keeping supervisor informed as necessary. Receives general guidance on new projects as to methods, procedures and desired end results. The incumbent has discretion to make decisions within the scope of his/her responsibilities. Complex assignments are usually reviewed upon completion.</p> <p><b>GIVEN</b> <b>Supervises:</b> Supervises work and processes, assigns work, typically has primary responsibility for evaluating performance and performance management, effectively recommends hiring and firing decisions.</p>

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58E	Facilities Manager IV	Bachelor's degree  Master's degree preferred  7+ years of relevant facilities planning experience  Management experience required	<ul style="list-style-type: none"> <li>• Provides overall strategic direction for the operations, maintenance, renovation and repair of large and/or complex facilities</li> <li>• Ensures that outside contractor perform all scheduled and emergency facility repairs or modifications according to contractual agreements</li> <li>• Responsible for space planning</li> <li>• Responsible for energy management</li> <li>• Manages the facilities related budget(s)</li> </ul>	<p><b>IMPACT</b> Significant impact on operations, resources, or University's reputation</p> <p><b>SCOPE</b> Typically manages the facilities management function for a medium to large sized area through subordinate supervisors</p>	<p><b>RECEIVED</b> <b>Under Limited Direction:</b> Within this job, the incumbent performs regular assignments using own judgment. Determines methods and procedures on new projects. Held accountable for end results. Responsible for determining when supervisor or others should be consulted. The incumbent has discretion to make decisions within the scope of his/her responsibilities. Complex assignments are occasionally reviewed upon completion.</p> <p><b>GIVEN</b> <b>Manages:</b> Manages people and policies, allocates personnel and resources for given projects, full hire/fire authority, has primary responsibility for performance management and career development of employees, sets policy/standards within an area.</p>

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58E	Facilities Manager IV  Central	Bachelor's degree  Master's degree preferred  7+ years of relevant facilities planning experience  Management experience required	<ul style="list-style-type: none"> <li>• Provides advice on the overall strategic direction for the operations, maintenance, renovations and repair for large facilities</li> <li>• Provides advice on energy management</li> </ul>	<p><b>IMPACT</b> Significant impact on operations, resources, or University's reputation</p> <p><b>SCOPE</b> Provides advanced and complex consulting services for a unit, school or building complex</p>	<p><b>RECEIVED</b> <b>Under Limited Direction:</b> Within this job, the incumbent performs regular assignments using own judgment. Determines methods and procedures on new projects. Held accountable for end results. Responsible for determining when supervisor or others should be consulted. The incumbent has discretion to make decisions within the scope of his/her responsibilities. Complex assignments are occasionally reviewed upon completion.</p> <p><b>GIVEN</b> <b>Manages:</b> Manages people and policies, allocates personnel and resources for given projects, full hire/fire authority, has primary responsibility for performance management and career development of employees, sets policy/standards within an area.</p>

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59E	Facilities Manager V	Bachelor's degree  Master's degree preferred  8+ years of relevant facilities planning experience  Management experience required	<i>The Duties and Responsibilities at this level are similar to those at the prior level. This level varies based on the other measures listed.</i>  <ul style="list-style-type: none"> <li>Provides overall organizational strategy</li> </ul>	<b>IMPACT</b> Substantial impact on operations, resources, or University's reputation  <b>SCOPE</b> Typically manages the facilities management function for a large sized area, through subordinate supervisors	<b>RECEIVED</b> <b>Under Limited Direction:</b> Within this job, the incumbent performs regular assignments using own judgment. Determines methods and procedures on new projects. Held accountable for end results. Responsible for determining when supervisor or others should be consulted. The incumbent has discretion to make decisions within the scope of his/her responsibilities. Complex assignments are occasionally reviewed upon completion.  <b>GIVEN</b> <b>Manages:</b> Manages people and policies, allocates personnel and resources for given projects, full hire/fire authority, has primary responsibility for performance management and career development of employees, sets policy/standards within an area.

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59E	Facilities Manager V  Central	Bachelor's degree  Master's degree preferred  8+ years of relevant facilities planning experience  Management experience required	<i>The Duties and Responsibilities at this level are similar to those at the prior level. This level varies based on the other measures listed.</i>	<b>IMPACT</b> Substantial impact on operations, resources, or University's reputation  <b>SCOPE</b> Provides highly specialized consulting services for a unit, school or building complex	<b>RECEIVED:</b> <b>Under Limited Direction:</b> Within this job, the incumbent performs regular assignments using own judgment. Determines methods and procedures on new projects. Held accountable for end results. Responsible for determining when supervisor or others should be consulted. The incumbent has discretion to make decisions within the scope of his/her responsibilities. Complex assignments are occasionally reviewed upon completion.  <b>GIVEN:</b> <b>Manages:</b> Manages people and policies, allocates personnel and resources for given projects, full hire/fire authority, has primary responsibility for performance management and career development of employees, sets policy/standards within an area.

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## Facilities Job Function

### Construction Management Job Family

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56E	Project Manager I	Bachelor's degree  3+ years of relevant experience	<ul style="list-style-type: none"> <li>• Facilitates project review, approval process, bidding, contract awards, pricing and scheduling in collaboration with client</li> <li>• Ensures conformance to plans and specifications, schedule and budget</li> <li>• Maintains University standards regarding ADA, environmental protections, insurance and permits</li> <li>• Represents client in selection and service coordination for architects, contractors and vendors</li> <li>• Negotiates with managers and monitors performance of consultants and contractors</li> <li>• Manages the environmental planning and review process</li> <li>• Supervises and inspects field conditions and progress of work against project schedule</li> <li>• Assists with the development of building service standards</li> <li>• Researches and compiles capital planning information for capital planning reports</li> </ul>	<p><b>IMPACT</b> Some impact on operations, resources, or University's reputation</p> <p><b>SCOPE</b> Provides comprehensive project management for a unit or school with a small budget (e.g. under \$100 thousand)</p>	<p><b>RECEIVED:</b> <b>Under General Direction:</b> Within this job, the incumbent normally performs regular assignments using own judgment and following department / university policy, while keeping supervisor informed as necessary. Receives general guidance on new projects as to methods, procedures and desired end results. The incumbent has discretion to make decisions within the scope of his/her responsibilities. Complex assignments are usually reviewed upon completion.</p> <p><b>GIVEN</b> <b>Individual Contributor:</b> Works independently or as part of a team to achieve results.</p>

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57E	Project Manager II	Bachelor's degree  Master's preferred  5+ years of relevant experience	<ul style="list-style-type: none"> <li>• Manages major renovation and construction projects</li> <li>• Identifies building requirements and recommends appropriate actions</li> <li>• Negotiates contracts with outside vendors</li> <li>• Acts as a liaison with other departments to create and implement project approval strategies that support physical planning and development activities</li> <li>• Monitors project expenses against project budgets</li> </ul>	<p><b>IMPACT</b> Some impact on operations, resources, or University's reputation</p> <p><b>SCOPE</b> Provides advanced project management services for a unit, school or building complex with a medium size budget (e.g. \$100 thousand to \$10 million)</p>	<p><b>RECEIVED</b> <b>Under General Direction:</b> Within this job, the incumbent normally performs regular assignments using own judgment and following department / university policy, while keeping supervisor informed as necessary. Receives general guidance on new projects as to methods, procedures and desired end results. The incumbent has discretion to make decisions within the scope of his/her responsibilities. Complex assignments are usually reviewed upon completion.</p> <p><b>GIVEN</b> <b>Individual Contributor:</b> Works independently or as part of a team to achieve results.</p> <p>Manages contractors</p>

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58E	Project Manager III	Bachelor's degree in architecture or engineering  Master's degree preferred  7+ years of relevant experience	<i>The Duties and Responsibilities at this level are similar to those at the prior level. This level varies based on the other measures listed.</i>  <ul style="list-style-type: none"> <li>Develops project budget</li> </ul>	<b>IMPACT</b> Significant impact on operations, resources, or University's reputation  <b>SCOPE</b> Provides advanced project management services for a unit, school or building complex on a large scale and/or for complex buildings (e.g. \$10 million - \$100 million)	<b>RECEIVED</b> <b>Under Limited Direction:</b> Within this job, the incumbent performs regular assignments using own judgment. Determines methods and procedures on new projects. Held accountable for end results. Responsible for determining when supervisor or others should be consulted. The incumbent has discretion to make decisions within the scope of his/her responsibilities. Complex assignments are occasionally reviewed upon completion.  <b>GIVEN</b> <b>Individual Contributor:</b> Works independently or as part of a team to achieve results.

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59E	Project Manager IV	Bachelor's degree in architecture or engineering  Master's degree preferred  8+ years of relevant experience	<ul style="list-style-type: none"> <li>• Participates in planning new construction and supervises entire construction process</li> <li>• Serves as capital advisor</li> <li>• Develops project budgets and schedules including work force projections</li> <li>• Reviews final project documentations and close-out</li> <li>• Provides recommendations for campus development standards</li> </ul>	<p><b>IMPACT</b> Substantial impact on operations, resources, or University's reputation</p> <p><b>SCOPE</b> Typically manages complex construction and renovation projects through subordinates</p>	<p><b>RECEIVED</b> <b>Under Limited Direction:</b> Within this job, the incumbent performs regular assignments using own judgment. Determines methods and procedures on new projects. Held accountable for end results. Responsible for determining when supervisor or others should be consulted. The incumbent has discretion to make decisions within the scope of his/her responsibilities. Complex assignments are occasionally reviewed upon completion.</p> <p><b>GIVEN</b> <b>Manages:</b> Manages people and policies, allocates personnel and resources for given projects, full hire/fire authority, has primary responsibility for performance management and career development of employees, sets policy/standards within an area.</p>

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### Custodial Services Job Family

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56E	Custodial Supervisor I	3+ Years of custodial experience  Supervisory experience required  Additional Language skills preferred	<ul style="list-style-type: none"> <li>• Responsible for the daily supervision of custodial services</li> <li>• Develops cleaning schedules and routines</li> <li>• Provides hands-on training to custodians</li> <li>• Performs and documents regular quality inspections and initiates corrective action</li> <li>• Ensures compliance with environmental health and safety requirements</li> <li>• Ensures custodial operations compliance with all city ordinances</li> </ul>	<p><b>IMPACT</b> Some impact on operations, resources, or University's reputation</p> <p><b>SCOPE</b> Provides comprehensive management for the custodial operation at a large facility or for multiple locations</p>	<p><b>RECEIVED</b> <b>Under General Direction:</b> Within this job, the incumbent normally performs regular assignments using own judgment and following department / university policy, while keeping supervisor informed as necessary. Receives general guidance on new projects as to methods, procedures and desired end results. The incumbent has discretion to make decisions within the scope of his/her responsibilities. Complex assignments are usually reviewed upon completion.</p> <p><b>GIVEN</b> <b>Supervises:</b> Supervises work and processes, assigns work, typically has primary responsibility for evaluating performance and performance management, effectively recommends hiring and firing decisions.</p>

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57E	Custodial Supervisor II	5+ Years of custodial experience  3+ Years of supervisory experience required  Additional Language skills preferred	<i>The Duties and Responsibilities at this level are similar to those at the prior level. This level varies based on the other measures listed (Impact/scope, Education/Experience, and Supervision)</i>	<p><b>IMPACT</b> Some impact on operations, resources, or University's reputation</p> <p><b>SCOPE</b> Provides advanced management for the custodial operation at multiple, large, or complex facilities</p>	<p><b>RECEIVED</b> <b>Under General Direction:</b> Within this job, the incumbent normally performs regular assignments using own judgment and following department / university policy, while keeping supervisor informed as necessary. Receives general guidance on new projects as to methods, procedures and desired end results. The incumbent has discretion to make decisions within the scope of his/her responsibilities. Complex assignments are usually reviewed upon completion.</p> <p><b>GIVEN</b> <b>Supervises:</b> Supervises work and processes, assigns work, typically has primary responsibility for evaluating performance and performance management, effectively recommends hiring and firing decisions.</p>

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58E	Custodial Manager I	Bachelor's degree or equivalent  10+ years of custodial experience  5+ years of supervisory experience required  Additional Language skills preferred	<ul style="list-style-type: none"> <li>• Responsible for the overall custodial operations management</li> <li>• Develops and administers annual operating budget and business plans</li> <li>• Negotiates and manages contract agreements with vendors for materials and supplies</li> <li>• Prepares detailed projection reports</li> <li>• Develops training programs</li> <li>• Develops customer reports that reflect the effectiveness of cleaning programs</li> </ul>	<p><b>IMPACT</b> Moderate impact on operations, resources, or University's reputation</p> <p><b>SCOPE</b> Typically manages the custodial operations function for a large area</p>	<p><b>RECEIVED</b> <b>Under Limited Direction:</b> Within this job, the incumbent performs regular assignments using own judgment. Determines methods and procedures on new projects. Held accountable for end results. Responsible for determining when supervisor or others should be consulted. The incumbent has discretion to make decisions within the scope of his/her responsibilities. Complex assignments are occasionally reviewed upon completion.</p> <p><b>GIVEN</b> <b>Manages:</b> Manages people and policies, allocates personnel and resources for given projects, full hire/fire authority, has primary responsibility for performance management and career development of employees, sets policy/standards within an area.</p>

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56E	Landscape Supervisor	<p>Bachelor's degree in horticulture or equivalent preferred</p> <p>5+ years experience in landscape services</p> <p>Supervisory experience required</p> <p>Must have a valid Massachusetts pesticide and hydraulic hoisting license</p>	<ul style="list-style-type: none"> <li>• Oversees turf and tree care programs</li> <li>• Participates in the planning and design of grounds improvement projects</li> <li>• Responsible for the daily care and maintenance of all landscape equipment</li> <li>• Oversees and directs outside contractors providing specialty landscaping services</li> <li>• Provides on-site supervision for snow and ice removal</li> <li>• Assists with bid proposals in response to customer requests for special projects or services</li> <li>• Implements programs to monitor and control pest infestation and disease in all turf and trees in the landscape system</li> <li>• Works with UOS environmental health and safety compliance officer to develop and implement safety and training programs</li> </ul>	<p><b>IMPACT</b> Moderate impact on operations, resources, or University's reputation</p> <p><b>SCOPE</b> Provides comprehensive landscape management for an area(s)</p>	<p><b>RECEIVED</b> <b>Under General Direction:</b> Within this job, the incumbent normally performs regular assignments using own judgment and following department / university policy, while keeping supervisor informed as necessary. Receives general guidance on new projects as to methods, procedures and desired end results. The incumbent has discretion to make decisions within the scope of his/her responsibilities. Complex assignments are usually reviewed upon completion.</p> <p><b>GIVEN</b> <b>Supervises:</b> Supervises work and processes, assigns work, typically has primary responsibility for evaluating performance and performance management, effectively recommends hiring and firing decisions.</p>

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### Landscape Services Job Family

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57E	Recycling and Waste Management Manager	Bachelor's degree or equivalent preferred  5+ years experience in waste management	<ul style="list-style-type: none"> <li>• Designs, implements and oversees rubbish, recycling and composting</li> <li>• Plans, negotiates and administers annual budget for solid waste and recycling</li> <li>• Administers master recycling and waste management contracts</li> <li>• Represents the University's or Department's interests with City offices or business organizations</li> <li>• Ensures compliance with state and city regulations</li> <li>• Communicates recycling specifications</li> <li>• Hires, trains and evaluates drivers.</li> </ul>	<p><b>IMPACT</b> Moderate impact on operations, resources, or University's reputation</p> <p><b>SCOPE</b> Provides comprehensive management for waste management and recycling services at a large facility or for multiple locations</p>	<p><b>RECEIVED</b> <b>Under General Direction:</b> Within this job, the incumbent normally performs regular assignments using own judgment and following department / university policy, while keeping supervisor informed as necessary. Receives general guidance on new projects as to methods, procedures and desired end results. The incumbent has discretion to make decisions within the scope of his/her responsibilities. Complex assignments are usually reviewed upon completion.</p> <p><b>GIVEN</b> <b>Supervises:</b> Supervises work and processes, assigns work, typically has primary responsibility for evaluating performance and performance management, effectively recommends hiring and firing decisions.</p>

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## Facilities Job Function

### Landscape Services Job Family

Level	Function/ Roles	Experience/ Education (Minimum Required)	Typical Duties and Responsibilities (Cumulative from level to level in each job family)	Impact/Scope	Supervision
58E	Landscape Manager	<p>Bachelor's degree in horticulture or equivalent</p> <p>10 years experience in landscape services</p> <p>5+ years of supervisory experience required</p> <p>Must have a valid Massachusetts pesticide and hydraulic hoisting license</p>	<ul style="list-style-type: none"> <li>• Manages all aspects of landscape and landscape support systems</li> <li>• Prepares and monitors annual operating and financial plans for landscape services and waste management</li> <li>• Oversees all solid waste and recycling programs</li> <li>• Designs turf and tree care programs</li> <li>• Develops programs to monitor and control pest infection and disease</li> <li>• Recruits, hires and trains staff</li> <li>• Selects and manages outside contractors</li> <li>• Develops and monitors budget</li> </ul>	<p><b>IMPACT</b> Significant impact on operations, resources, or University's reputation</p> <p><b>SCOPE</b> Typically manages the landscape services function for the University</p>	<p><b>RECEIVED</b> <b>Under General Direction:</b> Within this job, the incumbent normally performs regular assignments using own judgment and following department / university policy, while keeping supervisor informed as necessary. Receives general guidance on new projects as to methods, procedures and desired end results. The incumbent has discretion to make decisions within the scope of his/her responsibilities. Complex assignments are usually reviewed upon completion.</p> <p><b>GIVEN</b> <b>Manages:</b> Manages people and policies, allocates personnel and resources for given projects, full hire/fire authority, has primary responsibility for performance management and career development of employees, sets policy/standards within an area.</p>

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## Facilities Job Function

### Utility Services Job Family

Level	Function/ Roles	Experience/ Education (Minimum Required)	Typical Duties and Responsibilities (Cumulative from level to level in each job family)	Impact/Scope	Supervision
57E	Utilities Manager I	Bachelor's degree or equivalent  5+ years of relevant utilities experience  Mechanical trade license required	<ul style="list-style-type: none"> <li>• Responsible for the overall energy and utility maintenance</li> <li>• Provides recommendations, work proposals, quotations and cost estimates</li> <li>• Analyzes energy consumption</li> <li>• Recommends changes for reduction in consumption</li> <li>• Manages all aspects of service contracts</li> <li>• Assures compliance with all contractual provisions and federal and state codes</li> </ul>	<p><b>IMPACT</b> Significant impact on operations, resources, or University's reputation</p> <p><b>SCOPE</b> Typically manages a utility services function for a small sized facility or a large area within a medium facility</p>	<p><b>RECEIVED</b> <b>Under General Direction:</b> Within this job, the incumbent normally performs regular assignments using own judgment and following department / university policy, while keeping supervisor informed as necessary. Receives general guidance on new projects as to methods, procedures and desired end results. The incumbent has discretion to make decisions within the scope of his/her responsibilities. Complex assignments are usually reviewed upon completion.</p> <p><b>GIVEN</b> <b>Supervises:</b> Supervises work and processes, assigns work, typically has primary responsibility for evaluating performance and performance management, effectively recommends hiring and firing decisions.</p>

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## Facilities Job Function

### Utility Services Job Family

Level	Function/ Roles	Experience/ Education (Minimum Required)	Typical Duties and Responsibilities (Cumulative from level to level in each job family)	Impact/Scope	Supervision
58E	Utilities Manager II	Bachelor's degree or equivalent  7+ years of relevant utilities experience  Mechanical trade license required	<ul style="list-style-type: none"> <li>• Manages the operation and maintenance of distribution systems and energy management</li> <li>• Ensures safety, reliability and economic delivery of services</li> <li>• Develops and maintains contingency and emergency plans</li> <li>• Participates in the development of the department business plan</li> <li>• Responsible for leading service unit planning teams</li> <li>• Responsible for recruitment, staffing and training</li> </ul>	<p><b>IMPACT</b> Significant impact on operations, resources, or University's reputation</p> <p><b>SCOPE</b> Typically manages the utility services function for a medium sized facility or a large area within a large facility in a moderate risk area</p>	<p><b>RECEIVED</b> <b>Under Limited Direction:</b> Within this job, the incumbent performs regular assignments using own judgment. Determines methods and procedures on new projects. Held accountable for end results. Responsible for determining when supervisor or others should be consulted. The incumbent has discretion to make decisions within the scope of his/her responsibilities. Complex assignments are occasionally reviewed upon completion.</p> <p><b>GIVEN</b> <b>Manages:</b> Manages people and policies, allocates personnel and resources for given projects, full hire/fire authority, has primary responsibility for performance management and career development of employees, sets policy/standards within an area.</p>

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## Facilities Job Function

### Utility Services Job Family

Level	Function/ Roles	Experience/ Education (Minimum Required)	Typical Duties and Responsibilities (Cumulative from level to level in each job family)	Impact/Scope	Supervision
59E	Utilities Manager III	<p>Bachelor's degree or equivalent</p> <p>8+ years of relevant utilities experience</p> <p>High voltage trade license required</p> <p>Relevant trade license required</p>	<ul style="list-style-type: none"> <li>Responsible for the negotiation and contract administration for energy supplies</li> <li>Represents the University on energy related issues</li> </ul>	<p><b>IMPACT</b> Substantial impact on operations, resources, or University's reputation</p> <p><b>SCOPE</b> Typically manages the utility services function for a medium sized facility or a large area within a large facility in a high risk area</p>	<p><b>RECEIVED</b> <b>Under Limited Direction:</b> Within this job, the incumbent performs regular assignments using own judgment. Determines methods and procedures on new projects. Held accountable for end results. Responsible for determining when supervisor or others should be consulted. The incumbent has discretion to make decisions within the scope of his/her responsibilities. Complex assignments are occasionally reviewed upon completion.</p> <p><b>GIVEN</b> <b>Manages:</b> Manages people and policies, allocates personnel and resources for given projects, full hire/fire authority, has primary responsibility for performance management and career development of employees, sets policy/standards within an area.</p>

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## Facilities Job Function

### Utility Services Job Family

Level	Function/ Roles	Experience/ Education (Minimum Required)	Typical Duties and Responsibilities (Cumulative from level to level in each job family)	Impact/Scope	Supervision
57E	Inspector	5+ years of relevant experience  Massachusetts Master's Trade License required in applicable field	<ul style="list-style-type: none"> <li>• Responsible for leading inspectional services</li> <li>• Must be fluent on all codes and regulations and their implications to the University</li> <li>• Ensures code compliance with all applicable ordinances and regulations</li> <li>• Conducts independent inspections or accompanies outside inspectors</li> <li>• Acts as a liaison to the Cities of Cambridge and Boston</li> <li>• Oversees the scheduling of inspections with facility owners, external providers and internal groups</li> <li>• Assures proper testing and operation of all life safety systems</li> <li>• Interacts with State Board of Examiners on related issues</li> <li>• Issues reports of inspection findings</li> <li>• Obtains permits for service department</li> </ul>	<p><b>IMPACT</b> Significant impact on operations, resources, or University's reputation</p> <p><b>SCOPE</b> Typically manages the inspection services for all University facilities within a discipline</p>	<p><b>RECEIVED</b> <b>Under General Direction:</b> Within this job, the incumbent normally performs regular assignments using own judgment and following department / university policy, while keeping supervisor informed as necessary. Receives general guidance on new projects as to methods, procedures and desired end results. The incumbent has discretion to make decisions within the scope of his/her responsibilities. Complex assignments are usually reviewed upon completion.</p> <p><b>GIVEN</b> <b>Individual Contributor:</b> Works independently or as part of a team to achieve results.</p>

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## Facilities Job Function

### Utility Services Job Family

Level	Function/ Roles	Experience/ Education (Minimum Required)	Typical Duties and Responsibilities (Cumulative from level to level in each job family)	Impact/Scope	Supervision
58E	Inspector Manager	Bachelor's degree or equivalent  7+ years of relevant experience  Massachusetts Master's Trade License required in applicable field	<ul style="list-style-type: none"> <li>• Responsible for all compliance including the management, development and maintenance of services</li> <li>• Responsible for the overall coordination between the University and the Cities of Cambridge and Boston on utility issues or projects and inspections.</li> <li>• Primary administrator of all safety inspections</li> <li>• Performs civil and environmental engineering design review on projects</li> </ul>	<p><b>IMPACT</b> Significant impact on operations, resources, or University's reputation</p> <p><b>SCOPE</b> Typically manages the inspection services for all University facilities within a discipline</p>	<p><b>RECEIVED</b> <b>Under Limited Direction:</b> Within this job, the incumbent performs regular assignments using own judgment. Determines methods and procedures on new projects. Held accountable for end results. Responsible for determining when supervisor or others should be consulted. The incumbent has discretion to make decisions within the scope of his/her responsibilities. Complex assignments are occasionally reviewed upon completion.</p> <p><b>GIVEN</b> <b>Manages:</b> Manages people and policies, allocates personnel and resources for given projects, full hire/fire authority, has primary responsibility for performance management and career development of employees, sets policy/standards within an area.</p>

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## Facilities Job Function

### Mail and Transportation Services Job Family

Level	Function/ Roles	Experience/ Education (Minimum Required)	Typical Duties and Responsibilities (Cumulative from level to level in each job family)	Impact/Scope	Supervision
56E	Mail Supervisor	High School Degree  3+ years relevant experience  Supervisory experience	<ul style="list-style-type: none"> <li>• Primary contact for all shipping or receiving functions including mail services.</li> <li>• Establishes and implements local policies and procedures to maintain postal regulation compliance</li> <li>• Recommends policies for material handling</li> <li>• Communicates new mail policies and procedures</li> <li>• Maintains service contracts with multiple mail vendors</li> <li>• Maintains relationship with the US postal service</li> <li>• Investigates mail problems and prepares reports</li> <li>• Participates in budget development</li> <li>• Customer liaison for problem resolution</li> </ul>	<p><b>IMPACT</b> Some impact on operations, resources, or University's reputation</p> <p><b>SCOPE</b> Responsible for mailroom services for multiple schools</p>	<p><b>RECEIVED</b> <b>Under General Direction:</b> Within this job, the incumbent normally performs regular assignments using own judgment and following department / university policy, while keeping supervisor informed as necessary. Receives general guidance on new projects as to methods, procedures and desired end results. The incumbent has discretion to make decisions within the scope of his/her responsibilities. Complex assignments are usually reviewed upon completion.</p> <p><b>GIVEN</b> <b>Supervises:</b> Supervises work and processes, assigns work, typically has primary responsibility for evaluating performance and performance management, effectively recommends hiring and firing decisions.</p>

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## Facilities Job Function

### Mail and Transportation Services Job Family

Level	Function/ Roles	Experience/ Education (Minimum Required)	Typical Duties and Responsibilities (Cumulative from level to level in each job family)	Impact/Scope	Supervision
58E	Mail Manager	High School Degree  7+ years relevant experience  Supervisory experience	<ul style="list-style-type: none"> <li><i>The Duties and Responsibilities at this level are similar to those at the prior level. This level varies based on the other measures listed (Impact/scope, Education/Experience, and Supervision)</i></li> </ul>	<p><b>IMPACT</b> Moderate impact on operations, resources, or University's reputation</p> <p><b>SCOPE</b> Manages the mailroom services for multiple schools</p>	<p><b>RECEIVED</b> <b>Under General Direction:</b> Within this job, the incumbent normally performs regular assignments using own judgment and following department / university policy, while keeping supervisor informed as necessary. Receives general guidance on new projects as to methods, procedures and desired end results. The incumbent has discretion to make decisions within the scope of his/her responsibilities. Complex assignments are usually reviewed upon completion.</p> <p><b>GIVEN</b> <b>Manages:</b> Manages people and policies, allocates personnel and resources for given projects, full hire/fire authority, has primary responsibility for performance management and career development of employees, sets policy/standards within an area.</p>

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## Facilities Job Function

### Mail and Transportation Services Job Family

Level	Function/ Roles	Experience/ Education (Minimum Required)	Typical Duties and Responsibilities (Cumulative from level to level in each job family)	Impact/Scope	Supervision
56E	Transportation Manager I	Bachelor's degree preferred  3+ years of transportation experience	<ul style="list-style-type: none"> <li>• Responsible for managing the Parking Services facilities</li> <li>• Inspects all lots and garages to ensure safe, secure and reliable parking for the Harvard community</li> <li>• Oversees maintenance and repairs to all systems</li> <li>• Identifies and responds to transportation related issues, concerns and problems of the Harvard community</li> <li>• Recommends changes in operations and services for all faculty, staff and students</li> <li>• Assists in the development of short and long term department objectives</li> <li>• Develops policies and procedures</li> <li>• Assists in development of parking facilities planning and budgeting</li> <li>• Plans and participates in special events to promote ridesharing, public transit, biking and walking</li> <li>• Serves as liaison to outside agencies regarding commuter/transportation matters</li> <li>• Trains and evaluates parking staff</li> <li>• Collaborates with construction project managers on parking related matters</li> </ul>	<p><b>IMPACT</b> Some impact on operations, resources, or University's reputation</p> <p><b>SCOPE</b> Provides comprehensive transportation services for a unit or school</p>	<p><b>RECEIVED</b> <b>Under General Direction:</b> Within this job, the incumbent normally performs regular assignments using own judgment and following department / university policy, while keeping supervisor informed as necessary. Receives general guidance on new projects as to methods, procedures and desired end results. The incumbent has discretion to make decisions within the scope of his/her responsibilities. Complex assignments are usually reviewed upon completion.</p> <p><b>GIVEN</b> <b>Supervises:</b> Supervises work and processes, assigns work, typically has primary responsibility for evaluating performance and performance management, effectively recommends hiring and firing decisions.</p>

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## Facilities Job Function

### Mail and Transportation Services Job Family

Level	Function/ Roles	Experience/ Education (Minimum Required)	Typical Duties and Responsibilities (Cumulative from level to level in each job family)	Impact/Scope	Supervision
57E	Transportation Manager II	Bachelor's degree preferred  5+ years of transportation experience	<ul style="list-style-type: none"> <li>• Manages the daily, weekly and monthly allocation and distribution of faculty, staff, student and visitor parking</li> <li>• Participates as a member of the Parking Services Unit Planning Team</li> <li>• Assists in development of parking facilities planning and budgeting</li> <li>• Develops parking services policies and procedures</li> </ul>	<p><b>IMPACT</b> Moderate impact on operations, resources, or University's reputation</p> <p><b>SCOPE</b> Provides transportation management for an area or large school</p>	<p><b>RECEIVED</b> <b>Under General Direction:</b> Within this job, the incumbent normally performs regular assignments using own judgment and following department / university policy, while keeping supervisor informed as necessary. Receives general guidance on new projects as to methods, procedures and desired end results. The incumbent has discretion to make decisions within the scope of his/her responsibilities. Complex assignments are usually reviewed upon completion.</p> <p><b>GIVEN</b> <b>Supervises:</b> Supervises work and processes, assigns work, typically has primary responsibility for evaluating performance and performance management, effectively recommends hiring and firing decisions.</p>

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## Facilities Job Function

### Mail and Transportation Services Job Family

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59E	Transportation Manager III	Bachelor's degree preferred  8+ years of transportation experience	<ul style="list-style-type: none"> <li>• Manages the annual allocation and distribution of faculty, staff, student and visitor parking</li> <li>• Participates in long term strategy development for integrated parking and transportation initiatives</li> <li>• Develops parking strategies to meet changes in demand and special needs</li> <li>• Develops, administers and analyzes the department business plan and operating budget</li> <li>• Prepares monthly, quarterly and annual financial reports</li> <li>• Develops management information systems strategies for Parking Services and oversees database management, parking access control and on-line services</li> </ul>	<p><b>IMPACT</b> Some impact on operations, resources, or University's reputation</p> <p><b>SCOPE</b> Provides transportation management for multiple areas</p>	<p><b>RECEIVED</b> <b>Under Limited Direction:</b> Within this job, the incumbent performs regular assignments using own judgment. Determines methods and procedures on new projects. Held accountable for end results. Responsible for determining when supervisor or others should be consulted. The incumbent has discretion to make decisions within the scope of his/her responsibilities. Complex assignments are occasionally reviewed upon completion.</p> <p><b>GIVEN</b> <b>Manages:</b> Manages people and policies, allocates personnel and resources for given projects, full hire/fire authority, has primary responsibility for performance management and career development of employees, sets policy/standards within an area.</p>

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