

Work Order Center Manager (6957U) 75815
University of California, Berkeley

Direct Link: <https://www.AcademicKeys.com/r?job=252221>

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Posted Jan. 27, 2025, set to expire Jun. 30, 2025

Job Title	Work Order Center Manager (6957U) 75815
Department	Residential and Student Services Programs
Institution	University of California, Berkeley Berkeley, California
Date Posted	Jan. 27, 2025
Application Deadline	Open until filled
Position Start Date	Available immediately
Job Categories	Director/Manager Professional Staff
Academic Field(s)	Facilities/Maintenance/Transportation
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Job Description	

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About Berkeley

At the University of California, Berkeley, we are dedicated to fostering a community where everyone feels welcome and can thrive. Our culture of openness, freedom and belonging make it a special place for students, faculty and staff.

As a world-leading institution, Berkeley is known for its academic and research excellence, public mission, diverse student body, and commitment to equity and social justice. Since our founding in

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1868, we have driven innovation, creating global intellectual, economic and social value.

We are looking for applicants who reflect California's diversity and want to be part of an inclusive, equity-focused community that views education as a matter of social justice. Please consider whether your values align with our [Guiding Values and Principles](#), [Principles of Community](#), and [Strategic Plan](#).

At UC Berkeley, we believe that learning is a fundamental part of working, and provide space for [supportive colleague communities via numerous employee resource groups](#) (staff organizations). Our goal is for everyone on the Berkeley campus to feel supported and equipped to realize their full potential. We actively support this by providing all of our full-time staff employees with at least 80 hours (10 days) of paid time per year to engage in professional development activities. Find out more about how you can [grow your career](#) at UC Berkeley.

Departmental Overview

Residential and Student Services Programs (RSSP) is part of the Division of Student Affairs under the direction of an Assistant Vice Chancellor. RSSP provides and manages student housing, custodial and maintenance services, security/safety, capital renewal projects, self-operated dining services, campus ID card as well as early childhood & education services for students, faculty, and staff. RSSP also conducts a summer conference and year-round catering/events business and manages faculty apartments.

RSSP's annual revenue exceeds \$160,000,000, with a \$100,000,000 operating budget, and the department employs over 2500 career, limited, contract and student employees creating a "culture of care" for students, guests, customers and stakeholders.

Application Review Date

The minimum posting duration for this position is 14 calendar days. The department will initiate the application review process on/after February 7, 2025

Responsibilities

Supervision and Management

- Plans, directs, supervises staff and coordinates the guiding operations for the Housing Facilities Service Center to successfully manage RSSP's facility-maintenance and work order workflows for single student housing, family housing, dining halls, ECEP and other locations.

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- Ensures adequate staff coverage, managing hiring and supervision of all staff. Works closely with the Facility Management Specialist to hire, on-board and train center staff, including Administrative and Student Assistants. Recommends separation of employees when appropriate.
- Responsible for creating, monitoring and evaluating workflows and policies practiced by Housing Facilities Service Center staff representatives. Recognizes operational processes and recommends improvements.
- Provide direction and guidance to subordinates, including assistance on most complex and sensitive issues.
- Ongoing staff performance management and staff development, including: timely staff feedback, setting clear expectations, recognizing outstanding performance, supporting career development, training and writing annual performance evaluations.
- Develops and maintains work order performance metrics and standards to ensure and improve excellent department performance. Responsible for monitoring, adjusting, correcting and maximizing space utilization, budgets and expenditures.
- Tracks work order completion and advocates for prioritization of work to ensure excellent service and WebTMA/CMMS application effectiveness.

Customer Service

- Maintains exceptional customer service standards. Responsible for maintaining positive and professional client relationships, ensuring quality and quantity of work performed.
- Develops and provides WebTMA and Tririga management reports for Housing & Dining departmental managers and supervisors.
- Quickly escalates complex maintenance issues to ensure proper trades staffing and timely resolution.
- Point person for discussions related to existing contract terms or to solicit new contracts.
- Ensures that work order requests are being completed, meeting deadlines for services provided.
- Provides guidance on educational and training materials to Maintenance and Trades, Custodial, Design Services, and other housing facilities staff on WebTMA, MobileTMA GO, and any other additional modules.

Process Improvements/Management

- Develop, expand and implement work order system upgrades and modules to streamline workflow within Maintenance & Trades, Custodial Operations, Projects & Design Services, Campus Facilities Services, and other service providers and/or campus partners.

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- Ensure timely development and revision of work order workflow procedures and guidelines as needed to adapt to changing Maintenance & Trades, Custodial, Design Services, and other department needs and capacities .
- Maintain a clear understanding of all current WebTMA features and track usage to maximize efficiency of work-order workflows throughout the units and trades staff. Investigates and resolves software problems.
- Using WebTMA, develop , implement, and revise scheduled preventive maintenance programs for building systems in order to comply with adequate maintenance and life safety standards.
- Maintain an organized WebTMA system for recordkeeping of Maintenance & Trades staffing schedules, work-order assignments, RSSP Fleet vehicle profiles, check lists, and inventory controls.
- Communicate process improvements in a timely manner with employees, RSSP departments and relevant staff.
- Responsible for: WebTMA, CMMS - Computerized Maintenance Management Systems, RSSB Building Access control systems, and Housing Facilities Phone Processing (onboarding & CMMS orientation)
- This position is responsible for supporting all Tririga components and modules - including but not limited to project management and asset database tracking.

Emergency Responses

- Serves as the main point of contact for RSSP emergency preparedness and business continuity planning. Works closely with the Office of Emergency Management on the main campus.
- Partners with units within RSSP to develop proactive action plans to address any emergency and reviews with the Executive Director before implementing.
- Available to respond, address and follow up with building maintenance emergencies 24/7.
- Provides building plans and procedures including access controls and security, emergency preparedness, commonly-encountered hazardous materials storage and disposal, crime prevention activities, fire safety inspection compliance and reporting.

Collateral Assignments

- May be tasked with completion of other complex data and/or policy related projects on a case by case basis as requested by the Housing Facilities departments.

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Required Qualifications

- Advanced knowledge of policies and procedures relative to facilities maintenance, equipment, customer service, dispatch, building maintenance, safety and emergency preparedness, electronic access systems and WebTMA Work Order System (or comparable system knowledge).
- Advanced knowledge in analyzing and synthesizing large amounts of data in order to prepare sound and relevant proposals.
- Advanced interpersonal skills, including active listening, critical thinking, ability to multitask effectively, persuasion/negotiation, mentoring, leadership/supervision, problem solving, operations analysis and quality control analysis.
- Advanced working knowledge in supervising facility maintenance and improvements along with building maintenance work to include one or more of the following: basic plumbing and pipefitting, carpentry, painting and plastering, service of machinery, electrical maintenance and custodial.
- Advanced knowledge of RSSP, Student Affairs, Campus and UCOP Human Resources policy and procedures (or comparable institutional knowledge).
- Advanced understanding or knowledge of the University environment, its mission and operational needs (or comparable institutional knowledge).
- Excellent interpersonal communication, organizational and strong customer service skills to work effectively within a diverse working environment.
- Must demonstrate knowledge of proper business formats and ability to prepare professional documents. Demonstrated writing skills. Use of correct grammar, spelling, and punctuation to compose and edit documents and reports effectively. Excellent proofreading skills to review personal and staff work.
- Strong understanding and appreciation for database systems and their performance analysis.
- Skills in monitoring/assessing processes and/or services to make system-wide improvements.
- Experience supervising, coaching and evaluating professional and student staff.
- Broad knowledge of chemicals and custodial applications and safety practices.
- Strong budget skills and ability to operate in a fiscally responsible manner.
- Emergency response to a variety of minor and major situations.
- Prior supervisory experience.
- Working knowledge of WebTMA, Tririga and/or other CMMS applications.
- Bachelor's degree in related area and / or equivalent experience / training

Preferred Qualifications

- Knowledge of Crystal Reports or equivalent reporting software.

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Salary & Benefits

This is a full-time career position.

This position is eligible for the full range of UC Benefits. For information on the comprehensive benefits package offered by the University, please visit the University of California's [Compensation & Benefits](#) website.

Under California law, the University of California, Berkeley is required to provide a reasonable estimate of the compensation range for this role and should not offer a salary outside of the range posted in this job announcement. This range takes into account the wide range of factors that are considered in making compensation decisions including but not limited to experience, skills, knowledge, abilities, education, licensure and certifications, analysis of internal equity, and other business and organizational needs. It is not typical for an individual to be offered a salary at or near the top of the range for a position. Salary offers are determined based on final candidate qualifications and experience.

The budgeted salary range that the University reasonably expects to pay for this position is \$125,000 - \$141,000, annually.

How to Apply

To apply, please submit your resume and cover letter.

Diversity Statement

Please include, as part of your application a brief (1-2 paragraph) statement on your contributions to diversity, equity, inclusion, and belonging in your professional experience.

Advancing diversity, equity, and inclusion are fundamental to our UC Berkeley Principles of Community, which states that "every member of the UC Berkeley community has a role in sustaining a safe, caring, and humane environment in which these values can thrive."

Driving Required

A valid driver's license and DMV check for driving record is required.

Conviction History Background

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This is a designated position requiring fingerprinting and a background check due to the nature of the job responsibilities. Berkeley does hire people with conviction histories and reviews information received in the context of the job responsibilities. The University reserves the right to make employment contingent upon successful completion of the background check.

Mandated Reporter

This position has been identified as a Mandated Reporter required to report the observed or suspected abuse or neglect of children, dependent adults, or elders to designated law enforcement or social service agencies. We reserve the right to make employment contingent upon completion of signed statements acknowledging the responsibilities of a Mandated Reporter.

Misconduct Disclosure

As a condition of employment, the final candidate who accepts a conditional offer of employment will be required to disclose if they have been subject to any final administrative or judicial decisions within the last seven years determining that they committed any misconduct; received notice of any allegations or are currently the subject of any administrative or disciplinary proceedings involving misconduct; have left a position after receiving notice of allegations or while under investigation in an administrative or disciplinary proceeding involving misconduct; or have filed an appeal of a finding of misconduct with a previous employer.

"Misconduct" means any violation of the policies or laws governing conduct at the applicant's previous place of employment, including, but not limited to, violations of policies or laws prohibiting sexual harassment, sexual assault, or other forms of harassment, discrimination, dishonesty, or unethical conduct, as defined by the employer. For reference, below are UC's policies addressing some forms of misconduct:

[UC Sexual Violence and Sexual Harassment Policy](#)

[UC Anti-Discrimination Policy](#)

[Abusive Conduct in the Workplace](#)

Equal Employment Opportunity

The University of California is an Equal Opportunity/Affirmative Action Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, or protected veteran status. For more information about your rights as an applicant, please see the [U.S. Equal Employment Opportunity Commission](#)

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poster.

The [University of California's Affirmative action policy](#).

The [University of California's Anti-Discrimination policy](#).

To apply, visit

https://careerspub.universityofcalifornia.edu/psc/ucb/EMPLOYEE/HRMS/c/HRS_HRAM_FL.HRS.CG_S

Contact Information

Please reference Academickeys in your cover letter when applying for or inquiring about this job announcement.

Contact

N/A

University of California, Berkeley

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