

Assistant Operations Manager (5188U), Facilities
Services - 74880
University of California, Berkeley

Direct Link: <https://www.AcademicKeys.com/r?job=252244>

Downloaded On: Jan. 31, 2025 12:08am

Posted Jan. 28, 2025, set to expire Jun. 30, 2025

Job Title	Assistant Operations Manager (5188U), Facilities Services - 74880
Department	Facilities Services
Institution	University of California, Berkeley Berkeley, California
Date Posted	Jan. 28, 2025
Application Deadline	Open until filled
Position Start Date	Available immediately
Job Categories	Professional Staff
Academic Field(s)	Facilities/Maintenance/Transportation
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Apply By Email

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



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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

Facilities Services works to continuously improve the campus partnership with all members of the University community to ensure that classrooms, laboratories, and offices support teaching, learning and research. Through the efforts of over 400 dedicated staff members and serving over 10M building square feet and 1100 acres, Facilities Services includes the asset management program, custodial services, maintenance operations, engineering and technical services, environmental services, grounds operations, the Cal Zero Waste program, the Campus Building Department, and the campus utility systems, including the cogeneration plant. The scope of the Facilities Services reaches across campus and is closely connected to the activities of staff, building managers, other campus departments, and campus leadership.

Facilities Services supports the physical campus of the University of California, Berkeley. The department maintains and provides services to over 11,000,000 of space and 40,000 campus occupants through the efforts of over 400 trade, custodial, and support staff. The department is committed to providing a safe workplace for its employees. The Departmental Safety Officer is responsible for establishing and implementing policies and practices for a culture of health and safety. The position involves the cleaning and housekeeping of buildings and exterior areas including classrooms, laboratories, offices, auditoriums, Event Spaces, gymnasiums, health clinics, restrooms, private rooms, etc.. Also may involve trash and recycling material removal, meeting room set-up, and floor care.

The Assistant Operations Manager oversees multiple shifts that may include day, evening, night, and weekend coverage for Custodial Services operations in an area (or areas) of campus that may include residential, research, athletic, dining, and other facilities, classrooms, laboratories, library, assembly, office, and other spaces. The Assistant Operations Manager directly manages Supervisors and

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indirectly manages 50-120 non-exempt employees; interviews, hires, trains, motivates, and retains both exempt and non-exempt staff; provides corrective action as appropriate, in consultation with the Director/Assistant Director and HR; approves all overtime and time-off requests; and is responsible for leadership, development and performance management of staff. Ensures the delivery of support/services quality, quantity, and economy of custodial services provided conforms to standards (e.g., Departmental, University), and that all work performed/operations are in compliance with policies, procedures, and regulations.

This is a high-visibility position whose presence and quality of work will be readily apparent to colleagues and customers. Due to the diverse nature of the staff, clientele, and the overall facilities portfolio, the resolution of issues (as well as the application of policy and procedures) must be undertaken with sensitivity, always mindful of client needs while working to ensure the overall well-being of the staff.

Application Review Date

The First Review Date for this job is: December 23, 2024. This position will remain open until filled.

Responsibilities

- Manages assigned custodial supervisors; establishes performance standards and measures for all crew employees and prepares regular employee evaluations for direct reports.
- Assists in the development and maintenance of standards for selecting candidates for all supervisory and hourly positions.
- Serves as hearing officer in the first step of the custodial employee grievance process.
- Conducts weekly meetings with supervisors and monthly meetings with all custodial staff to discuss issues, changes, procedures, policies, regulations, and other department activities.
- Implements and continually refines programs for training new employees and re-training existing employees in a variety of areas including environmental health and safety compliance, effective sustainable cleaning procedures, and customer service skills.
- Liaises with other departments.
- Conducts weekly or frequent inspections of scheduled work assignments to ensure the effective performance of all cleaning and support services in accordance with established custodial standards.
- Follows up with supervisors to resolve issues and prevent recurrence; participates in safety and quality surveillance rounds as needed.
- Oversees training and supervision of custodial staff to maintain an orderly, safe, and efficient cleaning operation.

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- Determines equipment and supplies needed.
- Supervises a perpetual inventory system, including the requisitioning of new cleaning equipment and supplies.
- Ensures proper receipt, storage, and distribution of equipment, materials, and supplies issued to custodial staff.
- Enforces safety, hazardous materials, and custodial policies and procedures are adhered to.
- Reports safety hazards and submits work requests for items needing repair.
- Reports, orally or in writing, conditions requiring a higher level of repair capability to supervisory staff.
- Prepares periodic reports, such as work activity, cost reports, resource (people) utilization, and requirements in order to advise management staff of the status of custodial operations.
- Enforces proper handling and mixture of chemicals.
- Provides health and safety training, guidance on safe work practices, provides proper equipment, observes work practices and correct methods, and investigates accidents.
- Works in a safe and responsible manner while not putting self or others at risk.
- Complies with applicable policies and regulations, uses personal safety gear, observes warning signs, learns about potential hazards, and reports unsafe conditions.
- Ensures operations are in compliance with all Departmental, University, and governmental procedures, policies, and regulations.
- Advises and collaborates with the Director, Assistant Director, and Operations Manager to identify and implement process improvements and initiatives across the department to optimize operations and service delivery for the university.
- Assures compliance with bargaining unit agreements.
- Ensures compliance with University payroll procedures for all assigned supervisors and work crews.
- Serves as payroll timekeeper for assigned supervisors and work crews.
- Participates in developing and monitoring operational and budget processes, and staff FTE.
- Contributes to the preparation of the annual equipment, supply, and personnel budget for the custodial operation as assigned.
- Monitors expenditures for area supply and equipment budget (approximately \$400k) and verifies payroll time reports for assigned employees.
- Reviews all timesheets and time card reports for accuracy (hours worked, sick, and vacation leave taken) and assists with reconciling discrepancies prior to deadlines.
- Approves and controls vacation, sick leave, overtime, and other requests.
- Maintains scheduling within prescribed budgetary guidelines.
- Maintains proper inventory needs and purchases inventory.
- Stays informed on current ergonomic equipment, green supplies, and green vehicles.

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- Helps manage small to large event custodial logistics including set-ups.
- Plans, organizes, and implements small events or portions of larger events such as symposiums, conferences, program events, banquets, and VIP briefings.
- Responsible for performance management.
- Establishes and implements performance standards and achievable yearly objectives for the units assigned in support of departmental goals.
- Sets training standards for new employees and ensures that standards are being met by follow-up with supervisors and personal observations.
- Periodically reviews site activities, meets with staff, and observes the unit custodial operations under the unit custodial supervisor.
- Develops, delivers, and evaluates comprehensive training for all assigned employees including organizational and facility orientation, safety/IIPP, administrative procedures, job-specific procedures and techniques, rules and regulations, standards and professionalism, expectations and levels of competency, quality standards, customer service, and organizational values.
- Works with outside contractors for job walk-throughs, contracts, performance management, and payments.
- Works various shifts to ensure quality is met.

Required Qualifications

- Requires advanced knowledge of professional custodial services experience including: methods, equipment and chemicals used in performing professional custodial services work.
- Experience with all types of floors, power wash, recycling, and carpets.
- Requires knowledge in the care and use of power equipment.
- Solid knowledge in custodial and housekeeping services.
- Solid verbal and written communication skills in the English language, active listening, flexibility, critical thinking, multi-task and time management.
- Solid decision making and reasoning skills, ability to develop original ideas to solve problems, and perform operations analysis and quality control analysis.
- Solid and effective interpersonal and work leadership skills to provide guidance to other personnel.
- Intermediate computer applications skills.
- Knowledge of safe work practices
- Conferrable using different CMMS and Event planning software.
- Good judgment and effective decision-making and problem resolution skills, including skill to recognize and deal effectively and appropriately with real and potential problem areas, including skill to determine the issues/problems that need to be brought to the attention of higher level staff

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and/or management

- Demonstrated customer service skills
- Ability to establish priorities follows plans, & complete goals/objectives.

Education/Training:

- 10 years of work experience in custodial services, preferably in a college/university or Hospital.
- 5 Years managing experience a Custodial operation.
- Blood born pathogen and sharps disposal training.

Preferred Qualifications

- High school diploma or equivalent certification preferred.

Salary & 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 or hourly range that the University reasonably expects to pay for this position is \$66,700.00 - \$91,600.00. The full pay scale for this job classification is \$66,700.00 - \$116,500.00.

- This is an exempt, monthly paid position.
- This is a full-time, Career position that is eligible for full UC benefits.
- This position is on-site at the University of California, Berkeley.

How to Apply

To apply, please submit your resume and cover letter.



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Conviction History Background

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.

Driving Required

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

Misconduct

SB 791 and AB 810 Misconduct Disclosure Requirement: 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](#)

Other Information

This is not a visa opportunity.

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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