

Operations Control Center Manager Tufts University

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Posted May 7, 2025, set to expire Dec. 31, 2025

Job Title	Operations Control Center Manager
Department	Operations Division
Institution	Tufts University Medford, Massachusetts
Date Posted	May 7, 2025
Application Deadline	Open until filled
Position Start Date	Available immediately
Job Categories	Professional Staff Director/Manager
Academic Field(s)	Facilities/Maintenance/Transportation
Job Website	https://jobs.tufts.edu/jobs/21484?lang=en-us&iis=Job+Board&iisn=AcademicKeys
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Job Description	

Overview

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The Operations Division at Tufts includes facilities, design and construction, campus and capital renewal planning, real estate, campus safety, dining, auxiliary services, and other related services on multiple campuses across 5.8 million square feet in 250 buildings. Operations services four campuses in Massachusetts: the main campus in Medford/Somerville, the health sciences and SMFA campuses in Boston and the veterinary school campus in Grafton. The Operations Division supports Tufts University's mission in teaching, research, and clinics by providing stewardship, recommendations, services and advice in its primary areas of obligation: optimizing use of space and real estate, strategic and responsible management of the built environment, creating a secure campus environment and infrastructure, promoting best-in-class sustainability practices and policies, and creating exceptional community experiences that enhance Tufts' reputation and brand. The Facilities Management Department employs approximately 150 staff members including a unionized trades, grounds, labor force with outsourced custodial services. The annual operating budget is \$120M, including \$60M in capital renewal.

What You'll Do

Reporting to the Director of Facilities Support Services, the Operations Control Center (OCC) Manager is responsible for oversight and direction of the daily operations of the university's Control Center within Operations Division.

- This position manages a team of control center operators and building automation system (BAS) alarm technicians responsible for monitoring, coordinating, and responding to facility-related service requests, emergency situations, and building systems alerts across all university campuses.
- The OCC Manager ensures efficient operations, timely responses, and effective communication between departments to maintain a safe, functional, and well-maintained campus environment.
- This position plays a key role in ensuring the efficient operation of all campus facilities, providing exceptional customer service, ensuring that operational activities are completed and communicated in a timely and effective manner, implementing policies, procedures, and best practices that align with the department's mission.

What We're Looking For

Basic Requirements:

- Knowledge and skills as typically acquired through completion of an associate's degree in a related field with 5+ years of experience
- Minimum of 2 years' experience in leadership role directing or managing a cross functional team
- High level of skill in communicating, interacting, and building relationships with internal/external stakeholders with an understanding of impact on the larger organization to build excellent customer service
- Proven experience in workflow management, team leadership, and process improvement
- Familiarity with control center management software and university operations is a plus
- Experience managing BAS systems and multi-campus environments is preferred
- Must possess interpersonal skills, diplomacy and sensitivity, and the ability to exercise considerable judgment and discretion in establishing, building, and maintaining effective working relationships with administrators, faculty, staff, vendors, contractors, and other stakeholders
- Demonstrated ability, and commitment to work effectively in, a culturally diverse and inclusive environment and to value and respect different perspectives

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- Ability to communicate ideas clearly, both verbally, graphically, and in writing

Preferred Qualifications:

- Experience with Maximo or other similar Computerized Maintenance Management Systems (CMMS)
- Professional related licenses and/or certifications
- Experience working at a higher educational institution and/or non-profits, or a private firm serving institutional clients
- Experience managing team of staff members, both internal and external consultants, and working on multiple projects in differing stages at one time
- Knowledge of emergency response protocols and crisis management is preferred
Understanding of operations, maintenance, and data analysis/evaluation

Special Work Schedule Requirements:

- This job involves responsibilities that are performed in an on-site working environment
- Role will be based on the Medford/Somerville Campus and will be expected to travel and work occasionally at the Universities' other campuses
- Flexible work arrangements can be amended or terminated by a manager with reasonable notice if work requirements or business needs change

Pay Range

Minimum \$85,650.00, Midpoint \$107,150.00, Maximum \$128,600.00

Salary is based on related experience, expertise, and internal equity; generally, new hires can expect pay between the minimum and midpoint of the range.

Contact Information

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

Contact

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