

Associate Director of Maintenance Services
Worcester Polytechnic Institute

Direct Link: <https://www.AcademicKeys.com/r?job=263873>

Downloaded On: Oct. 13, 2025 6:36pm

Posted Oct. 13, 2025, set to expire Jun. 30, 2026

Job Title Associate Director of Maintenance Services
Department Facilities
Institution Worcester Polytechnic Institute
Worcester, Massachusetts

Date Posted Oct. 13, 2025

Application Deadline Open until filled
Position Start Date Available immediately

Job Categories Associate/Assistant Director

Academic Field(s) Facilities/Maintenance/Transportation

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Job Description

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JOB TITLE

Associate Director of Maintenance Services

LOCATION

Worcester

DEPARTMENT NAME

Facilities

DIVISION NAME

Worcester Polytechnic Institute - WPI

JOB DESCRIPTION SUMMARY

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Supervises, directs, and coordinates staff and contractors engaged in Building Maintenance and Trades, including HVAC, Plumbing, Electrical, Painting, Locksmith, and Carpentry. Ensures proper operation, maintenance, reliability, economic operation, safety, and regulatory compliance for building components, systems, and equipment. Assists the Director of Facilities Operations with the development of long-range plans, budgets, and programs for the effective stewardship of campus buildings and facilities. Serves in the capacity of the Director of Facilities Operations in their absence.

JOB DESCRIPTION

- Supervises and directs six (6) union trades shops as well as contracted vendors to maintain campus facilities.
- Directly supervises employees in Building Maintenance and Technical Trades and contracted services in a union environment.
- Provides leadership and daily oversight of union trades staff, including monitoring performance, compliance, recognition, professional training and development, and progressive discipline when needed.
- Regularly inspects and evaluates the physical condition and operation of facilities, productivity of staff, and quality of work.
- Optimizes the size and makeup of work crews, balancing in-house and contracted labor.
- Prioritizes and assigns tasks and work orders; inspects and monitors for completion and closeout; approves overtime work as needed.
- Develops, implements, and enhances job skill training programs.
- Plans, executes, and assesses operational changes to improve staff and contractor performance and increase customer satisfaction.
- Works with the Director to determine appropriate, efficient, and sustainable staffing levels.
- Analyzes processes and identifies opportunities for improvement and application of industry best practices.
- Suggests changes in working conditions and use of equipment to increase efficiency.
- Assists in developing and implementing departmental policies and standard operating procedures.
- Adheres to all departmental and university practices, policies, and procedures.
- Approves employee time sheets.
- Maintains a positive attitude, is proactive and productive in problem-solving, and exhibits exemplary attributes for teamwork, mutual respect, and support.
- Oversees and coordinates routine and preventive maintenance across campus.
- Responsible for emergency, planned, and routine maintenance and repair of buildings, equipment, and systems.
- Provides technical expertise; assists staff in diagnosing system and equipment malfunctions and resolving problems.

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- Prioritizes, schedules, issues, and assigns work orders, duties, and tasks.
- Develops, implements, and maintains an effective preventive maintenance program to minimize life-cycle costs, optimize resource allocation, and maximize reliability and service.
- Serves as liaison to Capital Projects for all aspects of trades support.
- Serves as Project Manager for facilities-related projects as directed.
- Provides timely and comprehensive customer service to the campus community.
- Communicates daily with key customers at all levels regarding work progress, potential delays, and solicits feedback.
- Provides operational oversight with an emphasis on directing change and improvement in practices and performance standards.
- Utilizes a web-based work order management tool for work orders, preventive maintenance, quality assurance, and customer service.
- Improves maintenance work processes to ensure optimal use of resources.
- Coordinates and leads facilities-related emergency response efforts across campus.
- Serves as the Incident Commander, in the absence of the Director of Facilities Operations, during facilities-related emergencies.
- Participates as an after-hours on-call manager, overseeing all facilities areas, and is assigned to a rotation for 24/7 response.
- Responds as needed to emergencies, weather-related events, and special situations.
- Provides and oversees emergency response as required and according to departmental protocol.
- May perform activities of supervised workers in emergency or special circumstances.
- Coordinates safety training and inspections with the Environmental Health & Safety office.
- Ensures all health and safety policies, procedures, and programs are followed to maintain a safe and healthy work environment.
- Oversees safety and instructional training on the proper use of supplies, equipment, and work practices.
- Reports unsafe conditions, equipment issues, or vandalism.
- Identifies and assesses risks associated with maintenance operations.
- Maintains continual readiness for inspections by agencies such as Fire, Health, DEP, and EPA.
- Performs all other duties and responsibilities as assigned or directed by the supervisor.

Requirements:

- 4-year bachelor's degree in facilities management, engineering, or equivalent experience in a related field.
- Preferred: Massachusetts Construction Supervisor License and wastewater experience.

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- 6 to 10 years of progressive hands-on and supervisory experience in trades and operations.
- Knowledge of building systems, construction, operations, safe work practices, and maintenance.
- Technical expertise in the latest engineering trends and practices, including local, state, and federal regulations, as well as environmentally sustainable practices.
- Experience coaching and developing respect and productivity among staff in a union environment.

Salary Grade 10: \$95,000 - \$110,000 per year (depending on experience)

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

[Compensation at WPI](#)

FLSA STATUS

United States of America (Exempt)

WPI is an Equal Opportunity Employer. All qualified candidates will receive consideration for employment without regard to race, color, age, religion, sex, sexual orientation, gender identity, national origin, veteran status, or disability. It seeks individuals from all backgrounds and experiences who will contribute to a culture of creativity, collaboration, inclusion, problem solving, innovation, high performance, and change making. It is committed to maintaining a campus environment free of harassment and discrimination.

To apply, visit: https://wpi.wd5.myworkdayjobs.com/en-US/WPI_External_Career_Site/job/Worcester/Associate-Director-of-Maintenance-Services_R0003285

About WPI

WPI is a vibrant, active, and diverse community of extraordinary students, world-renowned faculty, and state of the art research facilities. At WPI, we have competitive and comprehensive benefits, including health insurance, long-term care, retirement, tuition assistance, flexible spending accounts, work-life balance and much more.

Diversity & Inclusion at WPI

WPI is committed to creating an inclusive workplace where everyone feels valued and respected; a place where every student, faculty and staff member can be themselves, so that they can study, live, and work comfortably, to reach their full potential, and make meaningful contributions in order to meet

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departmental and institutional goals. WPI thrives on innovative practice and welcomes diverse perspectives, insight, and people from diverse lived experiences, to enhance the community environment and propel the institution to the next level in a competitive, global marketplace.

Contact Information

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

Contact

N/A

Worcester Polytechnic Institute

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