Facilities Management Specialist Supervisor - (20000415)

Official Title: Construction Coordinator III

Functional Title: Facilities Management Specialist Supervisor

Primary Location: United States-Massachusetts-Boston-100 Cambridge Street

Job: Skilled Trades

Agency: Department of Housing & Community Development

Schedule: Full-time

Shift: Day

Job Posting: Jun 15, 2020, 4:57:18 PM

Number of Openings: 1

Salary: $75,460.06 - $111,158.06 Yearly

Bargaining Unit: 09-MOSES - Engineers/Scientists

Confidential: No

DESCRIPTION:
The Facilities Management Specialist Supervisor provides direct supervision for the Facilities Management Specialist (FMS) staff consisting of one (1) Lead FMS and three (3) FMS staff. Supervision includes monitoring workload and performance of the FMS staff, as well as recommending and implementing policy and business process change as it affects the Facilities Management Unit. Works with the Director of the Bureau of Housing Management and Division of Public Housing senior staff to develop, establish, and implement, performance-based monitoring standards as they pertain to the physical condition of Local Housing Authorities (LHAs).

Assists senior staff with the drafting of guidelines, policies, processes and protocols, to assess and monitor the physical condition and maintenance operations of LHAs. This includes, but is not limited to, unit inspections, work order delivery systems, and preventive maintenance plans. Assists with cross-bureau coordination of scheduling and program implementation, including administrative assistance with the development and maintenance of software programs and web-based applications including data collection and analysis.

Conducts performance-based monitoring physical condition reviews for a portfolio of approximately thirty (30) LHAs. Provides technical assessments of LHA maintenance systems and practices, and where necessary, provides technical assistance to improve the effectiveness and efficiency of a LHA maintenance program in order to improve overall property conditions. This would also include a review of the operating budget for maintenance expenditures and staffing levels.

Duties include the preparation of reports, follow-up of inspections and assistance to the Director of the Bureau of Housing Management. Conducts trainings for DHCD staff, as well as management and maintenance staff of LHAs to ensure the highest possible performance. Duties also include assistance to LHAs in utilizing the Capital Planning System (CPS) to track the condition of the state-aided public housing units and to use that information in conjunction with day-to-day operations of the property. In addition, provides assistance to local housing authorities with the drafting of Maintenance Plans, as incorporated in each LHA's Annual Plan.
DUTIES AND RESPONSIBILITIES (these duties are a general summary and not all inclusive):

1. Supervise work of FMS Unit:
   A. Manage workload of FMS staff and perform annual performance reviews.
   B. Oversee and review work of FMS staff, including Performance Management Review (PMR) inspection reports, health and safety (H&S) follow-up, work order reviews, and technical assistance.
   C. Resolve disagreements between LHAs and FMS staff.
   D. Collaborate with other Division unit leaders on LHA related issues, policy development, and business change.

2. Performance Management Reviews, Inspections, Follow-Up Inspections and Audit Inspections:
   A. Conduct annual Performance Management Review (PMR) physical condition reviews. Inspect sample of units. Provide technical assistance to improve the effectiveness and efficiency of a LHA maintenance program in order to improve overall property conditions. This includes a review of maintenance staffing levels for a LHA. Maintain, review and analyze PMR physical condition data for program review, revisions, and policy implications.
   B. Perform annual Section 8 New Construction Substantial Rehab (Sec. 8 NCSR) inspections to ensure that LHAs are in compliance with program requirements.
   C. Provide inspection services and technical assistance to a LHA prior to U.S. Department of Housing and Urban Development (HUD) Real Estate Assessment Center (REAC) inspections to ensure compliance with Housing Quality Standards (HQS).
   D. Conduct special scope inspections at a LHA, when necessary.

3. Reports and Summaries:
   A. Prepare reports of all inspections and summaries of each building, property, authority or other grouping as directed; complete within seven (7) days of inspection. This includes data collection and analysis of the performance-based monitoring programs, (i.e., Performance Management Review (PMR) Physical Conditions criteria).
   B. Identify urgency of failed items and assign high-low-no priorities to units, properties or other grouping as directed. This includes identifying health and safety (H&S) deficiencies noted during PMRs.
   C. Review and edit checklists and reports prepared by the Facilities Management Specialists.
   D. Recommend improvements to inspection protocols and reports.
   E. Complete other reports as directed.

4. Work Order Review:
   A. Work with LHAs in reviewing their work order systems and making recommendations for efficiencies and proper documentation of work orders.
   B. Ensure tenant requests are performed in a timely manner.
   C. Ensure routine maintenance functions are documented and in compliance with the DHCD Property Maintenance Guide.

5. Preventive Maintenance:
   A. Assist LHAs with the creation and implementation of preventive maintenance plans to best maintain the physical asset.
   B. To the extent possible during routine inspections, identify areas for improvement in maintenance quality, service and economies.
   C. Report (as inspection comments) ineffective or wasteful maintenance, repair or rehabilitation practices.
   D. Help on-site manager or maintenance personnel identify sources of maintenance problems and possible solutions within the scope of Facilities Management Specialist’s experience.
   E. Investigate reports of problems, including researching pertinent codes or practices.

6. Annual Plan:
   A. Assist LHAs with the preparation of their Maintenance Plan for incorporation in the LHA Annual plan.
   B. Review LHA Maintenance Plans, as submitted, as part of their Annual Plan.
7. **Resource** - Be a resource or "technical representative" of the unit for owners, authorities, non-profit agencies, managers, maintenance staff and inspectors employed by others in matters of DHCD maintenance delivery systems requirements, inspections and laws, regulations and procedures.

8. **Work with Facility Management Specialists and Other Staff:**
   A. Preparing timely reports and summaries, maintaining comprehensive files and library, and other projects as necessary.
   B. Assist with special projects as directed.
   C. Train LHA maintenance staff and employees on the inspection process.

9. **Work with Lead FMS to create and implement training programs to increase LHA capacity in maintenance and management daily operation:**
   A. Prepare training materials.
   B. Conduct training sessions.
   C. Provide follow-up to ensure compliance with maintenance systems and protocols.

10. **Meetings** - Attend and actively participate in meetings.

11. **Professional Development** – Attend and actively participate in trainings and certification programs on specific topics, as well as on the job training.

12. **Other related duties as assigned.**

**PREFERRED QUALIFICATIONS:**
1. Proficiency using computer, software, applications and programs, including Microsoft Word, Excel, PowerPoint, Outlook, Access, Business Intelligence (BI) and other web-based programs.

**MISSION STATEMENT:**
The Department of Housing and Community Development (DHCD) is within the Housing and Economic Development Secretariat and its work touches the lives of all Massachusetts residents. DHCD's mission is to strengthen cities, towns and neighborhoods to enhance the quality of life of Massachusetts residents by providing leadership, professional assistance and financial resources to promote safe, decent, affordable housing opportunities, economic vitality of communities and sound municipal management.

**COMMENTS:**
Please upload resume and cover letter.

Salary placement is determined by years of experience and education directly related to the position and the Human Resources Division's Recruiting Guidelines.

Education, licensure and certifications will be verified in accordance with the Human Resources Division's Hiring Guidelines. Education and license/certification information provided by the selected candidate(s) is subject to the Massachusetts Public Records Law and may be published on the Commonwealth’s website.

**QUALIFICATIONS:**
First consideration will be given to those applicants that apply within the first 14 days (by 06/29/20).

Applicants must have (A) at least six (6) years of full-time or equivalent part-time experience in trades, construction, construction management, inspection and/or alteration of building construction projects, of...
which (B) at least one (1) year must have been in a supervisory or leadership capacity; or (C) any equivalent combination of the required experience and the substitutions below.

Incumbents are required to have a current and valid Motor Vehicle Driver’s License at a Class level specific to assignment.

Substitutions:
I. An Associate’s degree or Technical degree in a related field may be substituted for one (1) year of the required non-supervisory experience.

II. A Bachelor’s degree in a related field may be substituted for four (4) years of the required non-supervisory experience.

An Equal Opportunity / Affirmative Action Employer. Females, minorities, veterans, and persons with disabilities are strongly encouraged to apply.

If you have Diversity, Affirmative Action or Equal Employment Opportunity questions or need a Reasonable Accommodation, please contact Diversity Officer / ADA Coordinator: Marjorie Lalli - 617-573-1100

**HOW TO APPLY**
Apply online at [https://massanf.taleo.net/careersection/ex/jobdetail.ftl?job=200004I5](https://massanf.taleo.net/careersection/ex/jobdetail.ftl?job=200004I5)