



**Housing Maintenance Manager**  
**Portland State University**  
**April 2016**

**About Portland State University:**

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Portland State University (PSU) is an urban university and Oregon's largest - located in the heart of the vibrant city of Portland. PSU educates over 28,000 students and offers programs for Bachelor's, Master's, and Doctoral degrees. PSU is an internationally recognized urban university known for excellence in student learning, innovative research, and community engagement. PSU contributes to the economic vitality, environmental sustainability, and quality of life in the Portland region and beyond. Employees describe Portland State University as a vibrant, diverse, progressive place to work and an environment that welcomes process improvement and innovation. Portland State's 49-acre downtown campus is located in the heart of one of America's most vibrant centers of culture, business and technology. See [www.pdx.edu](http://www.pdx.edu).

Facilities and Property Management (FPM) serves all members of the Portland State University (PSU) community. FPM takes a tremendous amount of pride providing an appealing campus environment in a professional and friendly fashion. The facilities and grounds at PSU consist of over 5 million square feet of facilities and approximately 50 acres of grounds and are the university's largest asset. FPM is charged with the stewardship of this asset which contributes to attracting and retaining students, faculty and staff.

The department staff works together as a dedicated team to create and maintain a superior and vibrant urban campus learning environment.

**The position:**

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The Housing Maintenance team at Portland State University is responsible for the maintenance and operation of ten residential buildings on campus. The **Housing Maintenance Manager** is the leader, supervising and managing a team responsible for all building engineering, maintenance and operations related to campus housing.

The Manager is expected to oversee a high-functioning team in a fast-paced environment in order to provide excellent customer service to internal and external clients. He/she must be able to coach and motivate staff members to achieve goals, providing the resources, support and structure they need to excel. This position reports into the Assistant Director, Property Management & Zone Maintenance. Responsibilities include:

Building Engineering, Maintenance & Operations:

- Prevent failures by developing and maintaining Preventive Maintenance Schedule for critical building systems;
- Analyze and improve existing building systems for operating reliability and efficiency;
- Ensure building maintenance schedules are performed on a regular basis. Initiate and perform routine and specialized testing of boiler water treatment and related systems and protocols;
- Establish effective standards and procedures for operation and maintenance of the heating, air handling, and electrical and mechanical control systems in campus housing buildings;
- Monitor custodial operations within housing and ensure contractual obligations are met;
- Annually review procedures to ensure adherence to safety regulations and energy conservation policies;

- Perform/coordinate necessary carpentry, plumbing, heating, and electrical repairs and housekeeping during resident hall turnovers.

#### Project Management:

- Initiate, coordinate and attend project and departmental meetings as they pertain to University Housing;
- Effectively communicate and interface with peers, residents, UHRL staff, and vendors within a team environment on all matters impacting building operations;
- Review all major project plans and specifications prior to bidding to ensure completeness and to minimize future long-term operational problems. Create project budgets and monitor costs;
- Develop cost estimates, submit bids, and order materials as necessary;
- Oversee projects to completion within budget and on schedule;
- Coordinate the work of consulting engineering firms to develop proposals which include engineering specifications, preliminary cost estimates, cost/benefit analysis data, project schedules, and possible sources of funding for system upgrades, expansions and replacement;
- Evaluate plans and inspect work to ensure all new construction and major renovation work performed by outside contractors is in compliance with approved plans and specifications.

#### Supervision & Management:

- Manage staff and contractors performing duties associated with all aspects of building systems projects, maintenance and repair;
- Manage the hiring process for new recruits; recommend new hires, perform orientation for new employees, perform interim and annual performance evaluations as required by Service Employees International Union (SEIU) contract;
- Identify and pursue training and educational needs and opportunities for staff and self;
- Manage staff performance, which includes planning, scheduling and approving workloads and assignments, following up with employees to ensure that work assignments are completed within schedule and budget;
- Ensure timely response to housing emergencies during or after hours;
- Ensure that adequate staffing levels are available to complete projects within set timeframes, and to respond to campus emergencies as needed at any time;
- Recommend personnel actions to Assistant Director and Director up to and including position termination;
- Assist with development and manage annual housing maintenance budget;
- Provide consistent quality control for daily response to staff and student work requests;
- Track and report on all work orders and other Key Success Indicators on a regular basis;
- Ensure that managerial administrative paperwork is generated and completed in a timely manner, i.e. time cards, performance appraisals;
- Ensure that all PSU/FPM/University Housing and Residence Life policies and procedures are adhered to by staff for safety, security and per legal requirements.

#### Qualifications:

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- Experience managing and leading teams in a housing maintenance operation preferred
- A strong management, training, mentorship skill set required
- Experience maintaining residential properties or university residential halls preferred
- Ability to perform in a stressful, fast-paced environment
- Excellent customer service skills and sensitivity to student schedules
- Bachelor's degree preferred
- Preferred certification: EFP/CEFP, CFM, LEED
- Possession of a valid State-issued driver's license is required
- Successful completion of a background check required

**Key cultural competencies:**

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- Creates an environment that acknowledges, encourages and celebrates differences.
- Functions and communicates effectively and respectfully within the context of varying beliefs, behaviors, orientations, identities and cultural backgrounds.
- Seeks opportunities to gain experience working and collaborating in diverse, multicultural, and inclusive settings with a willingness to change for continual improvement.
- Adheres to all PSU policies including the policies on Prohibited Discrimination & Harassment and the Professional Standards of Conduct.

**Why consider the opportunity:**

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- Exceptional benefits package.
- Long term stability.
- Robust tuition reimbursement program.
- Professional development highly encouraged. Specialized training and education available at no cost.
- The University is an interesting and fulfilling place to work with cultural diversity and happy people.
- No travel required.

**To make recommendations or to apply:**

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*Portland State University is an Affirmative Action, Equal Opportunity Institution and welcomes applications from diverse candidates and candidates who support diversity.*

**Click here to apply and submit your CV/resume:**

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