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21-Apr-2020

Shift Supervisor, University Operations Center

Campus Services

51345BR

Job Code

329057 Facilities & Oper Manager

Job Summary

Energy & Facilities (E&F) operates and manages Harvard's energy supplies, district energy plants, and utility infrastructures on the Cambridge/Allston campuses, as well as a 24/7 facilities-related call, alarm monitoring, and dispatch center. E&F also provides a broad portfolio of labor-based services, including building maintenance, landscaping, and custodial, to a large portion of the University, as well as engineering, technical, and sustainability services. Within E&F, Engineering & Utilities (E&U) operates and manages energy supplies, district energy plants, and utility infrastructures on the Cambridge/Allston campuses, a 24/7 facilities-related call, alarm monitoring, and dispatch center, and provides engineering and technical services.

The Operations Center Shift Supervisor is responsible for supervising one of four shifts to ensure the successful operation of the customer service-based University Operations Center, an integrated systems monitoring, dispatch, and operations control center. The Operations Center is staffed 24 hours per day and initiates response through knowledge and monitoring of critical building systems providing prompt dispatch of responders, notification to key contacts, and communication of response activities to the Harvard community. It is a UL listed proprietary station for receipt and dispatch of fire alarms covering approximately 400 buildings on campus and handles over 130,000 facilities related phone calls per year. This position is responsible for ensuring that quality customer service is delivered to customers and for providing strong leadership to staff. During off-hours (2nd and 3rd shift as well as holidays and weekends), this position exercises oversight of Campus Services personnel and represents Campus Services during routine and critical events.

Job-Specific Responsibilities

Duties and Responsibilities:

1. Ensures the efficient and smooth operation of the Operations Center.
2. Supervises Operations Center activities and union operators, ensuring compliance with union contracts, Harvard University procedures, policies and regulations.
3. Provides supervisory oversight of building operators, chilled water plant operators, fire mechanics and other Campus Services personnel during off-hours.
4. Provides strong leadership to staff and ensures that quality customer service is delivered to customers.
5. Directs and prioritizes proper response to all critical alarms and accounts on the UL listed proprietary University Fire Alarm monitoring system while ensuring proper notification to all first responders.
6. Directs and prioritizes proper response to all customer trouble calls and building automation alarms
7. Responsible for all off-hour emergency notifications utilizing emergency response tools
8. Maintains and updates multiple databases; including, but not limited to, general, building and fire alarm emergency procedure databases
9. Interacts with Faculty and University representatives and local emergency response agencies, including Cambridge Fire Department, Boston Fire Department and Harvard University Police Department.
10. Directs the call-in of critical response personnel, designated contractors and other external responding agents.
11. Assists the Operations Center Manager in the management of wireless communication systems. Interacts with contractors to ensure the uninterrupted delivery of those communications services
12. Provides leadership to and supervision of all assigned staff; manages to and ensures compliance with union contracts, University procedures and policies, and regulations.
13. Participates in emergency management and response (e.g. planning, training, simulation, activation, actual response, and leadership), including advanced training and drills as required.
14. Partners with others across Campus Services groups, customers, and the University community at large to achieve optimal delivery of E&F services and efficient use of resources. Demonstrates and promotes the mission, vision, and values of the organization; providing stewardship, strategies, and services that create an excellent customer experience. Acts in the University's best interest at all times. As a Harvard University representative, exhibits appropriate professional conduct at all times such that harmonious business relationships are developed and maintained.

15. Coordinate with other Campus Services divisions to formulate the best delivery of services to the University's faculties and departments. Assist in the implementation of new departmental policies and procedures to improve the delivery of services, execution of work, and operational as well as financial efficiencies.
16. Leads and/or provides support for special projects (short and long-range), initiatives, and tasks as assigned.

Basic Qualifications

College graduate, or equivalent experience. Five to seven years of experience in a supervisory position, preferably in an operations environment. Ability to exercise sound judgment in routine and critical situations; to function effectively during stressful periods or events. Must have strong organizational, interpersonal, customer service, and management skills. Must have experience working in a customer-oriented business, the ability to work well as a team member, and the ability to communicate effectively both verbally and in writing. Basic knowledge of mechanical and electrical systems for buildings and utilities distribution systems. Ability to oversee the University's proprietary fire monitoring system.

Certificates and Licenses

Credentials/certifications associated with emergency management/response, energy management, or facilities management/operations preferred.

Physical Requirements

Physical Requirements: Must be physically fit and mentally alert at all times. Must be able to walk up and down stairs, climb ladders, etc. and routinely walk between campus buildings/areas. Must be able to enter various types of buildings, industrial plants, and/or construction sites and access non-handicap accessible work spaces/areas. Required to wear personal protective equipment where necessary.

Additional Information

Technology Skills Required: Must be highly proficient in the use of computers, including Microsoft Office software suite, electronic mail, internet applications, spreadsheets, network-based systems and communications applications. Understanding of, experience with, and fluency in distributed control systems, building automation systems, telecommunication applications, Computer-Aided-Dispatch systems and call center technologies. Ability to learn and quickly become highly proficient with new systems and software is essential.

Special Requirements: This is one of five positions that provides continuous supervision of the University Operations Center. Every person holding one of these positions is required to work as needed to ensure full, continuous supervisory coverage. Schedule subject to change based on organizational needs. This position is a vacation relief position.

Emergency Status Designation: Critical Operations Personnel (required to provide on-site support during emergency situations as determined by management).

Job Function

Facilities

Location

USA - MA - Cambridge

Department

100421

Time Status

Full-time

Union

00 - Non Union, Exempt or Temporary

[Salary Grade](#)

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Pre-Employment Screening

Education, Employment, Identity

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