



**Code: 4543**

Family: Facilities

Service: Operation and Construction

Group: Building Maintenance and Operation

Series: Miscellaneous Building Trades

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## **CLASS TITLE: DIRECTOR OF FACILITIES MANAGEMENT**

### **CHARACTERISTICS OF THE CLASS**

Under direction, plans and manages property management and building repair and maintenance activities for a city department; and performs related duties as required

This class title has been designated as a multi-tiered title. Positions allocated to this title code are assigned to large City departments and have been designated as such on the Senior Manager Salary Plan.

### **ESSENTIAL DUTIES**

- Participates in planning meetings with city departments and contractors in order to prioritize approved repair and maintenance projects and to ensure work is performed and completed within established timelines
- Coordinates schedules and oversees the work of skilled trade crews and private vendors engaged in the repair and maintenance activities at designated facilities
- Monitors the work of personnel responsible for the restoration, relocation and installation of departmental facilities, offices and special exhibits
- Conducts site visits to inspect interior facilities and exterior property to ensure the general maintenance, safety and cleanliness of designated locations
- Serves as project manager during renovations and special events programming to ensure the proper set-up and breakdown of venues
- Reviews plans and drawings for renovations, new facilities or major repairs and approves change order requests for modifications to construction or renovation work
- Coordinates departmental moves to new locations, providing timelines for packing and serving as liaison with vendors responsible for storing furniture, equipment and materials, and installing and configuring telecommunications systems
- Assigns, monitors and supervises the work of subordinate staff, conducts performance evaluations and administers corrective or disciplinary action, as required
- Participates in the annual budget preparation process and reviews related expenditures of operating and capital improvement budgets to ensure spending remains within guidelines
- Develops specifications and manages contracts of private vendors ensuring provisions are met, payments are processed in a timely manner and problems are addressed
- Researches and recommends the purchase of special equipment and materials used in facility maintenance and repair projects
- Assesses emergency situations, coordinates the work of appropriate staff and remains on site to ensure building operations resume
- Participates in the development and implementation of emergency management policies and processes relative to building operations
- Compiles and prepares comprehensive status activity reports of pending and completed maintenance and repair projects

**NOTE:** *The list of essential duties is not intended to be inclusive; there may be other duties that are essential to particular positions within the class.*

**MINIMUM QUALIFICATIONS****Education, Training, and Experience**

- Eight (8) years of work experience in the administration of maintenance and repair services for physical facilities, of which two (2) years are in a supervisory role related to the responsibilities of the position, **OR**
- Graduation from an accredited college with an Associate's degree in Business Administration, Public Administration, Construction Management, Building Systems or a directly related field, plus six (6) years of work experience in the administration of maintenance and repair services for physical facilities, of which two (2) years are in a supervisory role related to the responsibilities of the position, **OR**
- Graduation from an accredited college or university with a Bachelor's degree in Business Administration, Public Administration, Construction Management, Building Systems or a directly related field, plus four (4) years of work experience in the administration of maintenance and repair services for physical facilities, of which two (2) years are in a supervisory role related to the responsibilities of the position, **OR**
- Graduation from an accredited college or university with a Master's degree or higher in Business Administration, Public Administration, Construction Management, Building Systems or a directly related field, plus three (3) years of work experience in the administration of maintenance and repair services for physical facilities, of which two (2) years are in a supervisory role related to the responsibilities of the position

**Licensure, Certification, or Other Qualifications**

- A valid State of Illinois driver's license is required

**WORKING CONDITIONS**

- General office environment
- May be exposed to outdoor weather conditions
- May be exposed to hazardous conditions (e.g., construction sites, heavy machinery)

**EQUIPMENT**

- Standard office equipment (e.g., telephone, printer, photocopies, fax machine)
- Computers and peripheral equipment (e.g., personal computer, computer terminals)
- Personal protective equipment (e.g., hard hat, shoes, glasses, gloves, safety vest)

**PHYSICAL REQUIREMENTS**

- Ability to stand, walk and bend for extended or continuous periods of time
- Ability to access multi-level facilities

**KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS****Knowledge**

Comprehensive knowledge of:

- \*building and property management methods, practices and procedures
- \*applicable maintenance and repair methods, practices and procedures
- \*scheduling and coordination of preventive, repair and maintenance activities

Considerable knowledge of:

- \*inventory and record keeping methods, practices and procedures
- \*applicable computer software packages and scheduling applications
- \*supervisory and management methods, practices and procedures

Moderate knowledge of:

- \*budget preparation and management methods
- \*work operations for applicable skilled trades

Knowledge of applicable City and department policies, procedures, rules, and regulations

### **Skills**

- ACTIVE LISTENING - Give full attention to what other people are saying, take time to understand the points being made, ask questions as appropriate, and not interrupt at inappropriate times
- COMPLEX PROBLEM SOLVING – Identify complex problems and review related information to develop and evaluate options and implement solutions
- MONITORING – Monitor and assess performance of one's self, other individuals or organizations to make improvements or take corrective action
- MANAGEMENT OF MATERIAL RESOURCES - Obtain and see to the appropriate use of equipment, facilities, and materials needed to do certain work
- TIME MANAGEMENT - Manage one's own time or the time of others
- JUDGEMENT AND DECISION MAKING – Consider the relative costs and benefits of potential actions to choose the most appropriate one

### **Abilities**

- COMPREHEND ORAL INFORMATION - Listen to and understand information and ideas presented through spoken words and sentences
- SPEAK - Communicate information and ideas in speaking so others will understand
- COMPREHEND WRITTEN INFORMATION - Read and understand information and ideas presented in writing
- WRITE – Communicate information and ideas in writing so others will understand
- VISUALIZE – Imagine how something will look after it is moved around or when its parts are moved or rearranged
- REASON TO SOLVE PROBLEMS – Apply general rules to specific problems to produce answers that make sense

### **Other Work Requirements**

- INITIATIVE - Demonstrate willingness to take on job challenges
- LEADERSHIP – Demonstrate willingness to lead, take charge and offer opinions and direction
- ATTENTION TO DETAIL – Pay careful attention to detail and thoroughness in completing work tasks
- INNOVATION – Think creatively about alternatives to come up with new ideas for and answers to work-related problems

- **ANALYTICAL THINKING** – Analyze information and use logic to address work or job issues and problems

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All employees of the City of Chicago must demonstrate commitment to and compliance with applicable state and federal laws, and City ordinances and rules; the City's Ethics standards; and other City policies and procedures.

The City of Chicago will consider equivalent foreign degrees, accreditations, and credentials in evaluating qualifications.

\* May be required at entry.

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City of Chicago  
Department of Human Resources  
October, 2023; April, 2025