

DIRECTOR OF BUILDING SERVICES - WCMC

DISTINGUISHING FEATURES OF THE CLASS: Under general direction, an incumbent of this position directs, manages and coordinates the operations of various building support services, both in-house and outsourced, including environmental services and transportation services. Responsibilities include contract management of outsourced services. Supervision is a responsibility of this position. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Directs the operations of building support functions, including transportation services and couriers, and environmental and housekeeping services;

Ensures that the standards and codes regulating health, cleanliness, and safety, as set forth by the various accrediting boards and regulatory agencies, are maintained throughout campus facilities;

Reviews and coordinates the administration of all contracts within assigned divisions and acts as the Medical Center's liaison to those contractors;

Monitors contracts to ensure that services are provided in accordance with the terms of the contract, including provisions related to hiring, orientation and training of contracted staff;

Acts as liaison to Westchester Medical Center JCAHO preparedness staff to ensure compliance and proper documentation of all required information regarding contracted employees;

Develops and implements management and operational techniques to ensure provision of services on an as-needed basis;

Addresses and resolves reported service issues;

Participates in the preparation of those portions of the annual hospital budget related to the areas of assignment;

Assists with the development, implementation and revision of related policies and procedures;

Directs the coordination of the activities of the areas of assignment with direct patient care services;

Compiles and prepares statistics and reports related to the level of service indicators and performance improvement;

Conducts special administrative studies and prepares staff reports;

Participates in meetings and conferences as required;

EXAMPLES OF WORK: (Illustrative Only) (Continued)

Uses computer applications or other automated systems such as spreadsheets, word processing, calendar, e-mail and database software in performing work assignments;

Accesses protected health information (PHI) in accordance with departmental assignments and guidelines defining levels of access (i.e. incidental vs. extensive)

May perform other incidental tasks, as needed.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Thorough knowledge and understanding of organizational and administrative processes and techniques as they apply to hospital administration; thorough knowledge and understanding of the standards and regulations established by the various hospital accreditation boards and regulatory agencies; good knowledge of modern inventory control and storage techniques; good knowledge of materials management and material distribution system as utilized in large hospitals; working knowledge of modern fire/safety principles and techniques; ability to supervise personnel effectively; ability to communicate effectively both orally and in writing; ability to relate to and deal effectively with all levels of hospital personnel and contract personnel; ability to effectively use computer applications such as spreadsheets, word processing, calendar, e-mail and database software in performing work assignments; ability to read, write, speak, understand, and communicate in English sufficiently to perform the essential duties of the position; integrity; resourcefulness; tact; sound professional judgement; physical condition commensurate with the requirements of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: A Bachelor's Degree* and six years of experience where the primary function was the management of a housekeeping or building environmental services program in or for a large hospital facility.

SUBSTITUTIONS: Satisfactory completion of college coursework towards a Master's Degree* in Public Administration, Business Administration, Health Administration or a closely related field may be substituted for up to two years of the required experience at the rate of 30 credits per one year.

*SPECIAL NOTE: Education beyond the secondary level must be from an institution recognized or accredited by the Board of Regents of the New York State Education Department as a post-secondary, degree-granting institution.

NOTE: Unless otherwise noted, only experience gained after attaining the minimum education level indicated in the minimum qualifications will be considered in evaluating experience.

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J. C.: Competitive
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Job Class Code: E0550
Job Group: Flat Rate