

# Employment Opportunities

600 NE Grand Ave.  
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## Facilities Management Manager – Oregon Zoo

(Manager II)

Internal and general recruitment

<b>Status:</b>	One full-time position
<b>Work location:</b>	4001 SW Canyon Rd., Portland, OR
<b>Salary range:</b>	Starting salary: \$85,577 annually This position is not represented and is exempt
<b>Recruitment number:</b>	Zoo-1420-Jan10
<b>Application deadline:</b>	January 19, 2010 (internal) January 26, 2010 (general)

**Internal applicants** must be current employees of Metro or MetroERC having regular, regular part-time or temporary employment. Temporary employees employed by Metro or MetroERC must have gone through a competitive selection process for the position currently held. Regular employees must have successfully completed their initial probationary period.

**Please carefully follow application procedures at the end of the announcement.**

### Position summary

The Oregon Zoo is seeking an innovative thinker who has knowledge of sustainable practices and new technologies. A progressive leader with a proven track record overseeing a multi-facility campus with diverse operations would be successful in this position.

This position is responsible for managing the facilities management division of the Oregon Zoo. Using sustainable business practices, this position oversees all facility and infrastructure maintenance on the 64-acre Oregon Zoo campus. Specific areas of emphasis include the management of facilities maintenance and repair including both public access and non-public access animal exhibit areas, telecommunication infrastructure, renewal and replacement program, preventative maintenance system, emergency repairs, small scale renovation projects, aquatic life support system and safety aspects of all work performed by the division. Coordinates with other zoo divisions for efficient and effective daily operations. This position is responsible for supervision of 16 staff, including maintenance, aquatic life support, and exhibits staff, an exhibits manager, a project manager and a maintenance lead. Management of this division requires a proactive, motivated individual with experience managing in a large dynamic campus environment. Additional responsibilities include preparation and management of annual budgets, contract development and administration, management of project managers as well as direct involvement with project management, long-range planning and strategy development for infrastructure and facilities.

### Essential job duties

An employee in this position must be able to perform all of the essential job duties listed below with or without reasonable accommodation; however, this list is not intended to include all of the specific tasks which an employee in this position may be expected to perform.

- Prepares short and long range goals for the facilities management division, including oversight of the execution and management of those goals.
- Oversees campus-wide infrastructure and facility management.
- Manages and directs supervisors, professional, technical and trade positions with responsibility for selection of new employees and performance management.
- Annual performance evaluation responsibilities include written evaluation of staff, collecting and compiling employee self evaluations and stakeholder feedback, and goal setting for employees.
- Recommends appropriate sustainable practices and new technology solutions to further effective and efficient operations.
- Supports labor-management cooperation.
- Promotes respect for diversity as a key organizational value.
- Develops and manages the division budget; oversees controls to ensure expenditures are within limits appropriated through the budget.
- Supports organizational vision and mission, and aligns division goals accordingly.
- Fosters emergence of hidden talents in workforce.
- Responsible for oversight of the division's contracting and procurement activities. Prepares and executes consultant contracts and inter-governmental agreements; ensures federal, state and local contract requirements are met and that contracts meet project goals.
- Oversees the division's daily work activities. Meets with project teams to discuss project issues and decides appropriate course of action. Ensures priority needs are addressed and that projects and program areas meet schedules and budgets.
- Prepares required reports or information in a timely manner as requested. Encourages on-going training and makes these opportunities available.
- Explains work rules, policies and procedures clearly, and enforces them fairly.
- Participates in formulation and evaluation of policies and strategic direction for the division; assures that Metro's goals for sustainable operations and fiscal management are met.
- Includes staff and stakeholders when developing strategic and contingency plans.
- Develops appropriate guidelines to carry out policies and explains the purpose behind policies and programs.
- Develops and implements quality standards; evaluates processes and procedures to ensure maximum efficiency and effectiveness of sustainable operations.
- Administers the city of Portland Facilities Permit Program.
- Provides master level technical expertise, project management, troubleshooting skills and corrective actions for all IT, automation controls, telecommunications, fire/safety and security systems.
- Coordinates with other zoo divisions to ensure efficient and effective sustainable operations.
- Performs other related duties as assigned.

## **Minimum Requirements**

Bachelor's degree with an emphasis in Engineering, Project Management, Sustainable Facilities Management and Sustainable Facility Operations. Six years progressively responsible experience in building management including experience managing in an environment with multiple facilities and grounds accessible by the public; or any combination of education and experience which provides the applicant with the knowledge, skills and abilities required to perform the job.

## **Knowledge, skills and abilities**

- Thorough knowledge of facility management practices, utility maintenance, information technology systems, skills utilized in facility maintenance, and all local building codes, and other applicable laws and regulations.
- Knowledge of project management and coordination, including contract negotiation.
- Knowledge of principles and practices of record keeping and administration.
- Knowledge of effective management, including team building, personnel supervision, training and performance evaluation.
- Knowledge of customer service and public responsibility in operation of public facilities.
- Knowledge of safe work practices.
- Knowledge of budget implementation and monitoring.

- Values diversity and sets an example for others.
- Ability to supervise, train, schedule and evaluate assigned staff.
- Ability to manage projects and prioritize work.
- Ability to develop, implement and monitor division budget.
- Ability to establish and maintain cooperative working relationships with those contacted in the course of work.
- Ability to evaluate and resolve problems.
- Ability to negotiate with contractors, staff and other zoo divisions.
- Ability to understand and support concepts of collective bargaining.
- Ability to communicate clearly and concisely, both orally and in writing.
- Ability to perform basic and advanced math.
- Ability to use personal computers and other related equipment and software.
- Ability to provide planning, leadership and technical oversight in developing goals and objectives for assigned area.
- Ability to organize and analyze information for preparation of clear and concise reports.
- Ability to maintain safety programs stays current with regulation and industry practices, and conduct training.
- Ability to continuously seek ways to improve efficiencies and service to the public.
- Ability to embrace change and innovation when appropriate.
- Ability to strategically weigh risks and benefits of actions, prior to taking action.

## Working Conditions

Requires outside work with exposure to weather extremes, indirect exposure to exotic animals, direct exposure to the public, and areas that may be under construction. Employees may encounter hazardous situations, equipment and conditions found in such environments. Travel, evening meetings and work over 40 hours per week may be required.

**Benefits:** Metro provides generous health care benefits that vary depending on the plan the employee chooses, bargaining unit affiliation, and employment status.

**Immigration law notice:** Only US citizens and those authorized to work in the United States will be hired. All new employees will be required to complete and sign an employment eligibility form and present documentation verifying identity and employment eligibility.

**Equal employment opportunity:** All qualified persons will be considered for employment without regard to race, color, religion, sex, national origin, age, marital status, familial status, gender identity, sexual orientation, disability for which a reasonable accommodation can be made or any other status protected by law. Assistance will be gladly provided upon request for any applicant with sensory or non-sensory disabilities.

**Veterans' preference:** Under Oregon Law, qualified veterans may be eligible for veteran's preference in application for Metro/MERC positions. If you are a veteran, or disabled veteran, and would like to be considered for a veteran's preference for the job for which you are applying, check the appropriate box on the Metro application. If an application is not requested as part of the application process, indicate your desire for veteran's preference consideration in your cover letter. **To qualify**, veterans must provide appropriate documentation along with their application materials before the application deadline date listed on the job announcement: Veterans: Fill out and submit 1) a Metro Veterans' Preference Form and 2) a copy of your DD-214 or DD-215 indicating discharge status. Disabled Veterans: Fill out and submit 1) a Metro Veterans' Preference Form and 2) a copy of your DD-214 or DD-215 indicating discharge status, and 3) your public employment preference letter from the US Department of Veterans' Affairs.

## Application procedure

This position opens to internal and general candidates on January 4, 2010.

### To apply, submit the following

1. Metro/MERC employment application
2. Resume, including dates of employment
3. Cover letter describing your experience as it directly relates to the duties of this position
4. Metro Applicant Contact Information form (located on page 4 of the application)

Note: If you do not include all of these materials, your application will be incomplete and will not be considered.

## Required supplemental questions

- All applicants must submit a written or typed response to each of the following.
  - The responses must be addressed individually and included with the application on a separate sheet(s).
  - Write your telephone number, including the area code, in the upper right corner of each page, but not your name.
  - Your responses will be used as part of your application evaluation.
- 1. Describe your experience managing a multi-faceted facilities operation at a facility/venue featuring both indoor and outdoor amenities. Please include examples of your experience with project management, building maintenance programs, and managing budgets and timelines.**
  - 2. Provide a specific example of a successful maintenance project you supervised. Describe the process from initial planning to successful completion. Include information on budgeting considerations, timeline and challenges. Describe what made this project successful.**
  - 3. Describe your experience managing and supervising a dynamic team that includes skilled laborers, technicians, lead workers/foremen, mid-level supervisors and temporary staff. What techniques do you employ to create and maintain a successful team environment with a group that includes staff with varying skills and responsibilities?**
  - 4. Describe your philosophy as it relates to using sustainable practices in the workplace. What considerations do you make when you consider implementing a sustainable business practice? Give a specific example of a sustainability idea that successfully became a normal part of operations.**

## Submit your application

**Deadline:** 5 p.m., January 19, 2010 (internal)  
5 p.m., January 26, 2010 (general)

**E-mail:** [jobs@oregonmetro.gov](mailto:jobs@oregonmetro.gov)  
Please include the word "Application" in the subject line of your e-mail. Electronic attachments must be in MS Word or PDF format. We are unable to download ZIP files.

**Mail or drop off:** Metro Human Resources Department  
600 NE Grand Ave, Portland, OR 97232

**Fax:** 503-797-1798

## Important notes about your application

- Applications received after the deadline will not be considered.
- The date and time of our e-mail/fax system will be used to determine if application materials are received by 5 p.m. on the deadline.
- Any unsolicited materials will be discarded. All materials submitted become the property of Metro and will not be returned.

## Follow-up

After the application deadline, it usually takes about three to four weeks before the hiring manager selects those individuals who will be interviewed. You can find out the status of a position for which you've applied by: (1) calling the job hotline at (503) 797-1777 and listening for the recruitment update prompt; (2) accessing Metro's website at [www.oregonmetro.gov/jobs](http://www.oregonmetro.gov/jobs) and clicking on the Recruitment Status Updates link. Weekly recruitment status updates will be posted on the job hotline and web site every Friday. When accessing recruitment updates, you will need to know the title of the job for which you applied.

## An Equal Opportunity/Affirmative Action Employer