



Job Description: Commercial Operations Maintenance Manager

The Commercial Operations Maintenance (COM) Manager is responsible for developing and implementing maintenance plans for commercial office properties including scheduling maintenance activities, and managing the maintenance staff including General Maintenance techs, HVAC techs, and master tradespeople. The COM Manager will work to effectively support commercial construction and leasing activities by reviewing plans for buildouts, providing feedback related to mechanicals, layouts, and impacts on future preventative maintenance efforts. This role will also develop and oversee all aspects of the maintenance budget, ensuring that costs are kept within said budget. The COM Manager ensures that the team has the best physical resources to complete their duties within budget. The COM Manager will have a solid understanding of building envelopes, building systems, fire suppression, life safety, and other crafts. This manager will resolve problems with urgency to ensure ultimate tenant satisfaction while providing value to the ULI portfolio.

Job Title:	Commercial Operations Maintenance Manager
Department/Location:	Commercial Operations
Reports to:	Director of Commercial Property Management and Operations
Position Supervises:	All Commercial General Maintenance, HVAC & Electrical Techs (and assigned third-party Plumber)
Fair Labor Standards Act (FLSA) Status:	Exempt Salary
Employment Status:	Full Time
Revision Date:	February 2024

JOB SUMMARY

While actively demonstrating Urban Land Interests’ Mission, Vision and Values, this position manages a team of general maintenance technicians, HVAC technicians, specialized trades people, and 3rd party vendors, supporting over 1,400,000 square feet of Class A commercial office, restaurant and retail space located on Madison’s Capital Square and surrounding areas. The general maintenance team’s responsibilities include repair, maintenance, replacement, and project management for a full range of facility related areas. These include but are not limited to preventative maintenance work, finishes, hardware, light mechanical maintenance, roofing systems, façade systems, fenestrations and glazing, life-safety systems, elevators, sprinkler systems, HVAC systems, snow removal, light grounds work, access control, security, and other related systems. This position also provides backup leadership to the other functional manager areas and is expected to be proficient in a wide range of facility related processes and systems.

ESSENTIAL FUNCTIONS & RESPONSIBILITIES

- **Talent & Culture:**
 - Provide overall leadership, direction, and support to the general maintenance team in our mission to anticipate tenant needs and exceed tenant expectations.
 - Develop, support, and train all team members by example, guidance, and direction, to provide the highest standards of customer service to our tenants and internal customers.
 - Cross-train critical functions to create backup and development pathways for employees.



- Support and make recommendations to improve safety and security programs and initiatives to meet our tenant's expectations and to ensure that ULI service team members work safely.
- **Operational Duties:**
 - Develop and institute programs, policies, and procedures that enhance the commercial operations department's ability to deliver a quality product and maintain quality environments, as well as promote safety, accountability, and fiscal responsibility.
 - Anticipate, plan for, and manage a range of facility projects, including complex multi-year engagements. Must have critical evaluation skills to unearth root cause issues and develop a range of alternative solutions to present and advocate with owner stakeholders. Create roadmaps and execute the plans within budget.
 - Develop and execute preventative maintenance work designed to extend the useful life of mechanical equipment, building facades, and roofing systems.
 - Consistently demonstrate communication success with all stakeholders and co-workers. Know how to effectively use various communication tools to further our mission and unite all ULI teammates behind a common goal.
 - Prepares, negotiates, and administers general facilities maintenance work contracts and service agreements. Work to include preparing budgets for general maintenance projects, overseeing project execution, resolving complex work problems, recommending contract change orders, preparing progress reports, reviewing plans and specifications, value engineering, and reviewing invoices and authorizing payments.
 - Tenant issue resolution for tenant-driven inquiries which require coordinated response and judgement to advance an issue through various teams at ULI while assuring appropriate response to tenant or any other affected party.
 - Perform periodic physical inspections of properties, reviewing asset condition, and make recommendations for improvement. Investigate chronic or reoccurring issues, develop solutions, make programing adjustments as needed for improvement.
 - Manage portfolio operating expenses in a manner consistent with Class A office and retail environments, balancing short term cash needs with long term asset ownership. Responsibilities to include budgeting, management, and cost containment practices for all operating expenses, including but not limited to service contracts, materials and supplies, labor, and all related operations.
 - Be an active member of the commercial management team to provide management support and continuity. Provide on-call support to all ULI operations departments.
 - Other duties as required and/or assigned by Director.

OTHER FUNCTIONS & RESPONSIBILITIES

- Support ULI teams in the design development of construction projects and operations.
- Provide expertise and guidance on new building and development and redevelopment projects.
- Be a resource to all other ULI departments, providing guidance and counsel on operations, including but not limited to maintenance and general management.
- Support ULI's overall management and systems development.



QUALIFICATIONS

- Effective written and verbal communication skills.
- Ability to motivate staff to be the best they can be, develop expertise, and unlock their talents.
- Ability to build positive relationships in all encounters with stakeholders.
- Ability and predisposition to use influence leadership first, to advance all interactions to a better result.
- Knowledge of maintenance and customer service operations
- Knowledge of general building systems and operation
- General knowledge of the built environment, including design and construction.
- Facilities knowledge and experience required.
- The ability to problem-solve and prioritize tasks is vital.
- Proven Ability to be an effective communicator, demonstrated by using various communication tools to unite employees and advance the company’s Mission.

EDUCATION/CERTIFICATION/LICENSURE

- Bachelor’s degree.

EXPERIENCE

- 10 years of progressively increasing responsibility.
- 10 years of directly managing people.

WORKING CONDITIONS

Work is generally performed in an office environment although it is required to be out in the field with the team as necessary.

- Class A office space; occupied and unoccupied
- Construction sites
- Other locations and conditions as required.

PHYSICAL REQUIREMENTS

Only include if conditions are directly related to job duties. If the job does not have physical requirements that directly relate, select “not required.”

	NOT REQUIRED	OCCASIONALLY (33%)	FREQUENTLY (66%)	CONTINUOUSLY (100%)
Standing			X	
Walking			X	
Sitting			X	
Lifting		X		
Carrying		X		
Pushing		X		
Pulling		X		
Climbing		X		
Balancing		X		



Stooping		X		
Kneeling		X		
Crawling		X		
Reaching		X		
Handling		X		
Speaking				X
Hearing				X
Seeing				X
Color Vision				X
Depth Perception				X

I have read the above job description and acknowledge my understanding of the duties and responsibilities set forth herein.

Employee Name (please print): _____

Employee Signature: _____ Date: _____