

**DONALD P. & KATHERINE B. LOKER UNIVERSITY STUDENT UNION, INC.
CALIFORNIA STATE UNIVERSITY, DOMINGUEZ HILLS**

POSITION DESCRIPTION

Position Title	Assistant Director, Facility Operations
Reports To	Executive Director
FLSA Status	Exempt
Position Category	Regular Full-Time
Grade	5

POSITION SUMMARY

Under the general supervision of the Executive Director, the Assistant Director, Facility Operations is responsible for the strategic oversight and daily operations of the Loker Student Union (LSU) facility, including building maintenance, reservations and events services, facility services, and telecommunications infrastructure. This position leads emergency management, capital planning, risk management, safety compliance, and contract administration, performing the following duties either directly or indirectly through managed employees.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The following duties are representative but not exhaustive. Other duties may be assigned.

- Develop and oversee proper and timely execution of policies, procedures, rental contract agreements and rates, organizational strategy, and capital planning relating to facility management, operations, and services; regularly assess unit initiatives for improvements with data-driven decision making; analyze and apply emerging trends, best practices, and process improvements to unit operations.
- Develop fiscal planning recommendations by maintaining a reserve fund study and capital planning strategy; support fiscal goals by designing and implementing strategies to limit operating costs and develop revenues; maintain fiscal accounts within allocations and prepare reports for monthly reconciliations, projections, and quarterly planning and reporting.
- Drive the implementation and maintenance of organizational risk management; direct internal processes to identify and limit liability and risk in LSU operations, programs, services, and emergency response protocols; administer the Injury and Illness Prevention Program (IIPP), establish safety standards, and administer a safety program and trainings ensuring compliance with applicable laws, building code, CSU policies, the CSU IRIC manual, and Cal/OSHA regulations; coordinate with insurance providers and workers' compensation service providers for reporting requirements; support audits and investigations.
- Ensure the optimal operation of life safety systems including fire suppression, AED, and emergency operations; administer and coordinate business continuity planning and incident response, ensuring prompt and correct reporting of incidents; serve as building marshal.
- Oversee building access control and key management programs, including mechanical keys, electronic fob systems, and keypad/code access; maintain accurate records of key issuance, access permissions, and credential changes; conduct periodic audits to ensure compliance with security protocols and organizational policies; coordinate with the Building Services Manager and IT staff to manage access systems and respond promptly to access-related security incidents including lockouts, unauthorized access, and credential failures.

- Direct and oversee the day-to-day operation of the union facility, including Reservations and Events Services, and Facility Services encompassing building maintenance, custodial contract management, inventory control, and telecommunications infrastructure; evaluate and assess the use of current and evolving technologies to maximize operational efficiency and sustainability.
- Direct and oversee competitive bidding processes and contract management for capital projects, service contracts, purchases, and construction projects, including custodial services, landscaping, pest control, and trash collection; ensure satisfactory delivery of all contractual obligations and maintain vendor performance standards; oversee documentation preparation for contract execution, accounts payable, reporting, and audit compliance; ensure all projects meet organizational deadlines and budget allocations.
- Represent the organization on committees and boards, as directed
- Performs other related duties as assigned.

SUPERVISORY RESPONSIBILITIES

Directly supervises two (2) professional staff: the Building Services Manager (1), the Building Maintenance Technician (1), and one (1) student staff: the Operations Assistant (1). Indirectly supervises the Events Supervisor (1) and 20-25 part-time student assistants including Student Building Managers and Setup Crew Assistants. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

BOARD OF DIRECTORS RESPONSIBILITIES

This position provides support to the Board of Directors as needed. Key responsibilities include:

1. Committee Support: This supports the Board of Directors Facility Use Committee.
2. Meeting Support: Assist with BOD meeting room set-up, logistics, A/V support, and follow-up on action items as requested.
3. Strategic Input: Contribute to organizational planning discussions and provide data-informed recommendations on initiatives for board consideration.
4. Reporting & Documentation: Prepare and present building activity summaries, data, and reports for board review as requested; maintain accurate records of board-directed programming deliverables.
5. Follow-Up & Accountability: Track action items arising from BOD meetings related to programming and events; ensure timely completion of assigned tasks and follow-through on board-directed initiatives.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

PREFERRED QUALIFICATIONS

Experience working in a public, high-traffic facility. Project Management Professional (PMP) or Facility Management Professional (FMP) certification preferred.

EDUCATION AND/OR EXPERIENCE

Bachelor's degree (B.A.) from a four-year college or university in Operations Management, Hospitality Management, Business Management, or a related field; and a minimum of five (5) years of related experience and/or training; or an equivalent combination of education and experience.

LANGUAGE SKILLS

Ability to read, analyze, and interpret technical journals and financial reports/statements. Ability to respond to common inquiries or concerns from team members, clients, regulatory agencies, or outside financing sources. Ability to effectively present information to top management, public groups, and/or Boards of Directors.

MATHEMATICAL SKILLS

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.

REASONING ABILITY

Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables. Regularly exercises discretion and independent judgment.

COMPUTER SKILLS

Advanced proficiency in Microsoft Office Suite (Excel, Word, PowerPoint, Outlook) is required. Knowledge of cloud-based applications, database management systems, and facility maintenance software is required. Familiarity with building security, EMS or similar event scheduling platforms, as well as infrastructure management tools and systems is preferred.

CERTIFICATIONS, LICENCES & REGISTRATIONS

First Aid and CPR/AED certification required (certifications may be obtained within the first month of employment).

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee is frequently required to sit; use hands to finger, handle, or feel and reach with hands and arms. The employee is occasionally required to stand and walk. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, peripheral vision, and the ability to adjust focus. The majority of work is accomplished in the field.

WORK ENVIRONMENT

Employees in this position work indoors and outdoors. Attendance is required for work or events during daytime, evening, or weekends (periodically). Occasional travel may be required. The noise level in the work environment is usually moderate. Regular public contact is required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

AN EQUAL OPPORTUNITY / TITLE IX EMPLOYER

California State University, Dominguez Hills (CSUDH) is widely recognized as one of the most culturally and ethnically diverse universities in the United States.

The Donald P. & Katherine B. Loker University Student Union, Inc. at California State University, Dominguez Hills is an Equal Opportunity Employer and does not discriminate on the basis of race, color, national origin, ancestry, religion, sex (including pregnancy), gender, gender identity or expression, sexual orientation, marital status, age, disability, medical condition, genetic information, covered veteran status, or any other protected status in accordance with applicable federal and state laws, including Title IX.

The organization is committed to fostering a community where a diverse population can live and work in an environment of respect, civility, and inclusion.

A background check is required for employment. Failure to satisfactorily complete the background check may affect the application status of applicants or continued employment of current employees who apply for the position.

For more information, please visit:

<https://www.lsucsudh.org>

<https://www.csudh.edu>