

The image shows the exterior of Austin City Hall, a modern building with a mix of stone, concrete, and glass. A large, golden guitar sculpture stands in the foreground. The building's facade features the words "AUSTIN CITY HALL" in large, spaced-out letters. A dark teal banner is overlaid at the top, and a larger one at the bottom contains the job title.

The City of  
**AUSTIN, TEXAS**

# Building Services Deputy Officer

Recruitment Services Provided by Ralph Andersen & Associates



# Welcome to **Austin, Texas**

The City of Austin, Texas is one of the most desirable places to live in the nation and offers a tremendous career opportunity for a facilities management professional. The City of Austin's Building Services Department is an award-winning organization that is a national leader in the industry. Compelling professional challenges are matched only by a terrific location to live, work, and play. Austin tops list after list on the best qualities that cities have to offer, and a key ingredient to its unique success is the passion and engagement of its very diverse residents.

# What People are Saying



## US NEWS & WORLD REPORT

Austin is No. 1 on U.S. News' Best Places to Live ranking.

## FORBES MAGAZINE

Austin was No. 9 on the 2017 America's Best Large Employees ranking.

## INC MAGAZINE

Austin is one of the top twenty most innovative cities in America.

## FORBES MAGAZINE

Austin tops "America's Cities of the Future" ranking of cities most likely to prosper over the next decade.

# The City of Austin

This vibrant and dynamic city tops many lists for business, entertainment, and quality of life. One of the country's most popular, high-profile "green" and culturally rich cities, Austin was recently selected the number one Best Place to Live in the U.S. (*U.S. News & World Report*). In 2016, *Forbes* named Austin the city most likely to prosper over the next decade on their America's Cities of the Future list, and the City of Austin ranked in the top ten on the *Forbes* list of America's Best Employers for 2017.

Austin continues to lead with its vision of being the Most Livable City in the Country, emerging as a player on the international scene with such events as SXSW, Austin City Limits, Formula 1, and being home to companies such as Apple, Samsung, Dell, and Ascension Seton Healthcare. From the home of state government and the University of Texas to the Live Music Capital of the World and its growth as a film center, Austin has gained worldwide attention as a hub for education, business, health, and sustainability.

The City offers a wide range of events, from music concerts, food festivals, and sports competitions to museum displays, exhibits, and family fun. Austin is also home to a wonderful ballet, world-class museums, one-of-a-kind shopping, and beautiful outdoor spaces. You can just as easily spend your morning paddling the lake as you can strolling through a celebrated history museum.

Located at the edge of the Texas Hill Country—rolling terrain of limestone bluffs, springs, rivers, and lakes—Austin's temperate climate is ideal for year-round jogging, cycling, hiking on the City's many trails, or swimming at Barton Springs or one of the area's many other swimming holes.

There are a number of excellent golf courses in the area as well as recreational opportunities for rowing, kayaking, canoeing, camping, rock climbing, disc golf, mountain biking, fishing, and more. Austin truly has something to offer for everyone.

# City Government

The City of Austin is a progressive, full-service municipal organization operating under the Council-Manager form of government. Austin has a 10-1 council system with an at-large Mayor and Council Members that represent ten districts. The Mayor and Council Members may serve in their respective seats for four years with a maximum of two consecutive terms.

The City Council appoints the City Manager who is the chief administrative and executive officer of the City. The City Manager is responsible for guiding and directing day-to-day operations, as well as providing strategic research, recommendations, and management leadership to the City Council on the city budget, programs, policies, and services. The City Manager implements the organization's administrative responsibilities with a strong team of Assistant City Managers and department executives. Supported by a staff of more than 14,000 and a budget of \$4.1 billion, the City Manager and staff deliver a broad range of services to the citizens of Austin.

The City Council and City Manager of Austin are committed to the mission of delivering the highest quality, cost-effective services. Austin is a beacon of sustainability, social equity, and economic opportunity; where diversity and creativity are celebrated; where community needs and values are recognized; where leadership comes from its community members, and where the necessities of life are affordable and accessible to all.





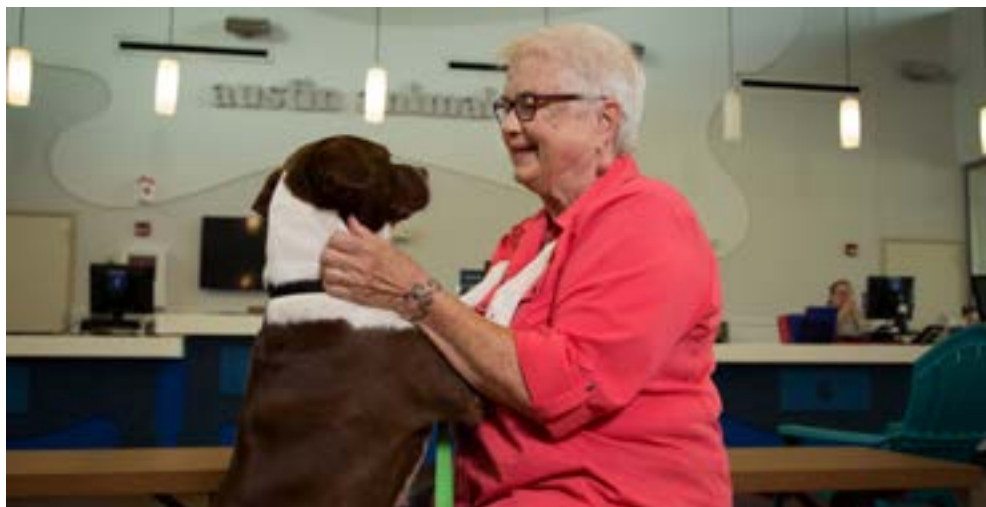
# City of Austin Strategic Direction 2023

Strategic Direction 2023 is inspired by Imagine Austin, which flourished from an extensive community engagement process that laid out a 30-year vision for our community.

This Strategic Direction sets six strategic outcomes for the next three to five years. Utilizing an outcome-based approach to setting priorities and budgeting enables the City to proactively address multiple time horizons, more thoughtfully assess performance, and improve community outcomes.

The Building Services Department supports the Government that Works for All strategic outcome, whose indicators for success include:

- A. Financial Cost and Sustainability of City Government
- B. Condition/Quality of City Facilities and Infrastructure and Effective Adoption of Technology
- C. Satisfaction with City Services
- D. Employee Engagement
- E. Stakeholder Engagement and Participation
- F. Equity of City Programs and Resource Allocation
- G. Transparency and Ethical Practices



# The Building Services Department

- With 184 employees and a budget of \$25 million, the Building Services Department is organized into two divisions each led by a Building Services Deputy Officer. The City has a portfolio of 260 City facilities, including an estimated 6.3 million square feet spread across 300 square miles, representing an estimated investment of \$1 billion.
- The City of Austin has a hybrid centralized/decentralized approach to servicing and managing its building infrastructure. A sizable portion of City of Austin facilities are maintained by the Building Services Department, but there are also independent facility service groups embedded in the Public Safety, Parks, and Library departments with some services still performed by the Building Services Department.
- The Building Services Department is developing a culture of continuous improvement with the Malcolm Baldrige quality systems framework with emphasis on workforce development, employee engagement, improving technology and strategic planning. These efforts have led to the establishment of four areas of focus in the form of strategic objectives necessary to complete the department's transition to a proactive and strategic facilities management organization:
  - Improve capability & capacity for data collection, analysis, and reporting
  - Implement and Improve Work System Design
  - Improve Employee Engagement
  - Complete & Improve Green Initiatives

# The Position

This Building Services Deputy Officer, along with one other Building Services Deputy Officer, report to the Building Services Officer. It is planned that the functions of the Building Services Department will be reorganized depending upon the experience skillset of the candidate selected along with the existing Building Services Deputy Officer. The Building Services Officer and the two Building Services Deputy Officers make up the Department's Senior Leadership Team, which sets the organizational direction for the Department. Together, the two Building Services Deputy Officers oversee strategic facilities planning, custodial, carpentry, plumbing, HVAC, electrical, security, locksmith, property management, safety, project management, and mail services for city facilities.

The Building Services Deputy Officer will assist the Building Services Officer with strategic facility planning by providing analysis, reporting, planning, and recommendations for addressing one or more of the following: deferred maintenance, capital renewal, and strategic space planning.

This position will require strategic vision to keep the organization current with changes and best practices in energy management, sustainability, and means and methods for effective and efficient facility operations.





## Challenges and Opportunities

The next Building Services Deputy Officer will have a number of foreseeable challenges and opportunities in which to excel:

- The City of Austin became the first municipality in the nation to achieve the Green Seal certification, a high achievement for any facilities organization and unparalleled in local government. The Department is using the Baldrige framework in its management approach. These two examples demonstrate the ambitious commitment to excellence in the Building Services Department.
- The Building Services Department continues to evolve into a more proactive and preventative model of operation. This continued evolution will necessitate a more robust property/asset management system, standards, policies, and reviews along with the required training and change management for the organization.
- There are opportunities to deliver more consistent and citywide energy efficiency initiatives that are in keeping with the City of Austin's progressive values and fiscal constraints.
- Cities across Texas are adapting to the recently enacted legislation that has limited the amount of revenue cities can collect. This initiative has impacted the Austin City Council's desire to move functions currently provided by third party vendors in-house and is further complicated by the City of Austin's fast growth and expanding facilities portfolio.
- In a vibrant economy the competition for talent is intense, especially for skilled trades and other positions related to construction.
- At present, the City of Austin uses a hybrid of centralized and decentralized facilities management across its municipal operations. While some City departments provide their own facilities services, the Building Services Department augments their decentralized operations with additional support and high-level planning. This environment requires a high level of flexibility, coordination, and a commitment to demonstrating value in the services delivered.



# The Ideal Candidate

In addition to being ethical, well qualified, and experienced, the next Building Services Deputy Officer must possess certain traits essential for success:

- A seasoned facilities or property manager, with the full breadth of experience in these areas, will likely transition more readily into the role than a candidate with a narrower scope of experience. Likewise, experience overseeing a large, multi-campus, portfolio of properties is valued.
- Prior experience in the public sector is preferred, but not required.
- A leadership style that is highly communicative, collaborative, and characterized by teamwork, empowerment, and open-mindedness will be well received in Austin.
- The ability to think strategically, with strong business acumen, but also bridge those strategic concepts and continuous improvement initiatives across the Building Services Department employees is needed in order for them to be successful.
- Austin is a City whose strength is derived from teamwork and diversity. Collaboration and cooperation are essential elements for success, diversity is welcomed, and its value is appreciated.



# Qualifications

The following are minimum qualifications required for the Building Services Deputy Officer:

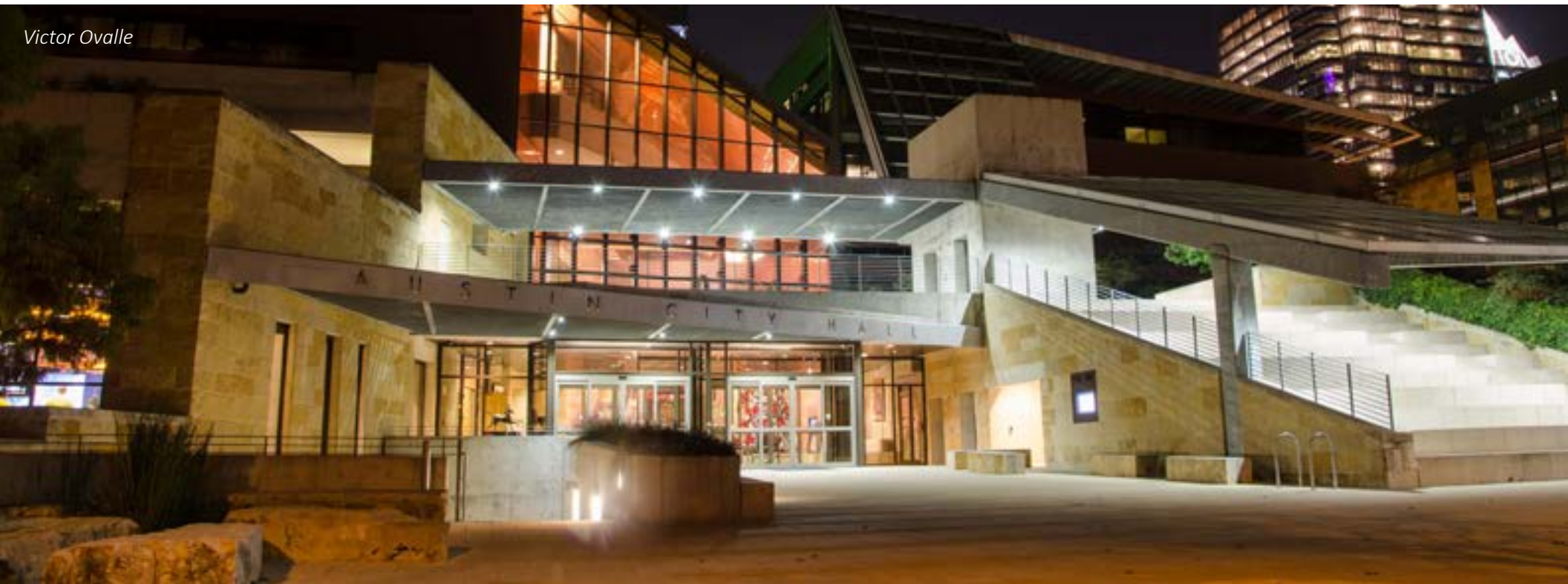
**Education:** Graduation with a Bachelor's degree from an accredited college or university with major coursework in Business, Engineering, Architecture, Real Estate, or a related field.

**Experience:** At least four years of experience of related experience in facilities maintenance or management, including two years of experience in a supervisory or management capacity.

A Master's degree may substitute for experience up to one year of the required non-supervisory experience.

Affiliation and/or certification in one or more of the following areas is desired: LEED-AP, Green Associate, Green Seal-42, Facility Management Professional (FMP), Building Owners and Managers Certification(s), Management Financial Proficiency Certificate (PMFP), Real Property Administrator (RPA), Systems Maintenance Administrator (SMA), Project Management Professional (PMP), Sustainability Facility Professional (SFP).

*Victor Ovalle*



# Compensation and Benefits

The salary range for this executive position is \$121,000 to \$131,000, depending on qualifications.

The City of Austin offers an excellent benefits package including the following major areas:

- **Retirement:** The City of Austin Employees' Retirement System (COAERS) is a defined benefit pension plan with vesting after five years of continuous service. For additional information, call the Pension Office at (512) 458-2551.
- **Insurance:** The City provides excellent insurance plans for employees including health, dental, life, short- and long-term disability, and vision coverage.
- **Holidays:** 13 holidays per year are observed (11 official and 2 personal).
- **Leave:** Accrue 1.92 days of vacation leave per month (23 days per year) and 1 day of sick leave per month

Austin offers a wide array of additional benefits. Please visit [www.ralphandersen.com/jobs/bldg-svcs-dep-ofc-austin](http://www.ralphandersen.com/jobs/bldg-svcs-dep-ofc-austin) for a comprehensive summary of executive benefits.





## Recruitment Process

Interested candidates should apply by **Monday, November 18, 2019**. Electronic submittals are strongly preferred to [apply@ralphandersen.com](mailto:apply@ralphandersen.com) and should include a compelling cover letter and comprehensive resume. Confidential inquiries are welcomed to Mr. Greg Nelson at (916) 630-4900.

Prior to final interviews, candidates will be required to sign a release form to authorize verifications to be conducted including degrees obtained and other certifications.

This recruitment incorporates existing rules and regulations that govern public sector recruitments in the State of Texas. In accordance with public disclosure/open record laws, information submitted for consideration may be made available to the public upon request by interested parties.



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[City's Website](#)

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***The City of Austin is committed to compliance with the American with Disabilities Act. Reasonable modifications and equal access to communications will be provided upon request. For assistance please contact 512-974-3210 or Relay Texas 7-1-1.***

***The City of Austin is an Equal Opportunity Employer***



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