Job Description

**Director of Operations**

As part of the Central Bank of the United States, the Federal Reserve Bank of Boston works to promote sound growth and financial stability in New England and the nation, and to ensure the integrity and efficiency of the country’s financial system. The Bank’s Real Estate Services Group (RESG) contributes to this mission by managing and maintaining the Bank’s real estate and related assets, and providing both Bank staff and prestigious tenant firms with timely, effective, and cost-efficient building services through best business practices and innovative technology.  RESG staff run the gamut from building engineers to space designers, project managers to business analysts. We believe our employees are our greatest asset.

We offer an enviable employee value proposition: in compensation; a comprehensive benefits package; a fully-funded pension plan and a 401k match, as well as tuition reimbursement and free membership in our state-of-the-art onsite fitness facility.

**Job Summary**

Reporting to the Assistant Vice President, the Director of Operations (DO) is responsible for the management and continuous improvement of building operations and employee development within the Operations Unit at the Bank’s 1 million sq.ft. facility. The DO develops long-term building engineering strategy and business plans to meet operational goals and energy management targets. The DO provides leadership to all building engineering and operations personnel in order to ensure the safe and efficient operation of the property; delivers cost effective solutions for repair, maintenance, service and supply requirements; and ensures superior customer service.

**Principal Accountabilities**

Provide leadership, direction, and support to building engineering staff to facilitate the effective management of the property; assist in managing building engineering staff resources, including hiring, training and development, and conducting and/or monitoring performance and evaluation process. Set direction for team goals.  Ensure consistent level of engineering support and monitor staffing levels. Provide high level technical leadership and support to building engineering staff.  Champion learning, continuing education, professional certification, Massachusetts State licensing, and problem solving to achieve technical excellence among the staff.  Research and monitor current best practices and collaborate with consultants, contractors, counterparts in the Federal Reserve System (FRS) and others to ensure all maintenance, operations, construction, and building engineering problems are solved effectively using state-of-the-art design criteria. Maintain professional and technical knowledge by attending educational workshops, reviewing professional publications, establishing personal networks, and participating in professional societies. Responsible for development and management of repair and maintenance, utility and operations budgets for the building. Develop and implement short and long range objectives with respect to staffing levels, maintenance initiatives, building and system upgrades, and project planning. Ensure that all objectives are met within budgetary and time constraints. Use systematic measures to promote energy awareness and conservation across building operations. Champion consolidated energy conservation programs to achieve maximum results from Bank staff and tenants. Support the implementation of FRS wide initiatives. Represent the Bank on FRS strategic workgroups and committees.  Drive the use of building systems optimizing the available technology, systems, and programs to efficiently and effectively run the building. Collaborate with FRS teams, RESG staff and the Bank’s procurement department in optimizing vendor contracts for building engineering services.  Oversee outside contractors to ensure building systems are properly maintained and utilized. In coordination with the Environmental Health and Safety Program Manager, ensure overall safety of Operations staff as well as awareness and compliance with safety and environmental code requirements.  Assist in the maintenance of life safety and emergency procedures and programs per local codes; ensure compliance with local, federal, and state building, safety and environmental policies. Actively support leasing efforts by assisting bank leasing and management teams, as needed. Participate in the Building Owners and Managers Association (BOMA) Boston and the Greater Boston Real Estate Board and involvement in the Boston Commercial Real Estate (CRE) industry.

**Other Accountabilities**

Perform other duties as assigned.  Comply with all Bank and department policies and procedures.

**Supervision**

This position is responsible for directly supervising 5 employees, and overseeing the direction and activities of approximately 30 Operations staff.

**Knowledge and Experience**

This position requires a Bachelor’s degree – preferably in Engineering - or the equivalent of 15+ years of facilities operational experience managing building engineering staff and large central plant operations in a downtown Class A property. Certified Energy Manager Certification and a Massachusetts HVAC/RE license preferred. LEED AP O&M, Certification as Real Property Administrator (RPA), Contractor License and/or Certified Property Manager (CPM) a plus.

* + Must have experience in all aspects of management: planning, to formulate objectives and detail steps to their achievement for optimal allocation of resources; organizing, to bring together the physical, human and financial resources needed to achieve objectives; leading by effectively communicating objectives and motivating, supervising and evaluating staff; and controlling, to measure and evaluate results against objectives.
	+ Experience in managing large complex BAS systems is required.  Knowledge of BacNet and JCI communications protocols and devices is required.
	+ Working experience and knowledge of energy economic analysis and economic decision-making models including Net Present Value, Internal Rate of Return, Savings to Investment Ratio and Life Cycle Costing and Simple Payback calculations
	+ Must have a successful track record of leadership of HVAC, Electrical, and other trade teams.
	+ Must have a strong working knowledge of energy management best practices and must be committed to a continuous program of professional development in energy management strategies.
	+ Must have the ability to read, interpret and generate construction drawings, schematic drawings and sketches of complicated systems.
	+ Must possess excellent verbal and written communication, organizational, and relationship management skills, a strong customer service focus, plus problem solving aptitude, and must be committed to best practices in facilities management, operations and services.
	+ Knowledge of ADA and occupational safety and health administration (OSHA) regulations, as well as environmental safety and awareness programs.

**Onsite:** It is anticipated that you will work onsite for this role. If you currently reside within the First District it is expected to stay located within the district unless otherwise approved by your management and HR management.

All employees assigned to this position will be subject to FBI fingerprint/ criminal background and Patriot Act/ Office of Foreign Assets Control (OFAC) watch list checks at least once every five years. The above statements are intended to describe the general nature and level of work required of this position. They are not intended to be an exhaustive list of all duties, responsibilities or skills associated with this position or the personnel so classified.

The Federal Reserve Bank of Boston is committed to a diverse and inclusive workplace and to provide equal employment opportunities to all persons without regard to race, color, religion, national origin, sex, sexual orientation, gender identity, age, genetic information, disability, or military service.

While this job description is intended to be an accurate reflection of this position, management reserves the right to revise this or any job description at its discretion at any time.

**To Apply:**

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