

UW HEALTH JOB DESCRIPTION

Building Operations Coordinator

Job Code: 310058	FLSA Status: Non-Exempt	Mgt. Approval: S. Arneson	Date: May 2024
Department: Guest Services		HR Approval: S. Whitlock	Date: May 2024

JOB SUMMARY

The nature of the services provided by this position will affect UW Health patients, visitors, and team members. A wide variety of both internal and external relationships are involved in carrying out the duties of this position. This position requires the ability to problem-solve issues with flexibility, compassion, self-awareness, and emotional intelligence to deliver an outstanding service to all who enter the building.

The Building Operations Coordinator is responsible for coordinating duties within Facilities and Support Services, a wide variety of training, visitor support, procedure protocols and other operational needs. They will serve as the liaison between multiple departments and is the point of contact for their location. Duties may be performed independently or with direction from the leader.

MAJOR RESPONSIBILITIES

- Serve as the primary contact for building occupants' facilities-related concerns. Triage and determine necessary actions.
- Assist with building orientation, tours, and training. Create a welcoming environment and engage by being friendly, showing care, and making connections.
- Provide detailed information to patients and visitors about services, facility features, and hours of operation.
- Collaborate with the Facilities and Support Services department to ensure minimal disruption to occupants during task completion. Develop strong relationships with occupants and lab/area managers to address needs and concerns.
- Coordinate utility shutdowns (power, water, lab utilities, HVAC) and communicate effectively with building occupants.
- Perform building inspections of interior public spaces, create work orders, and track completion. Assist occupants in submitting work orders. Conduct quarterly exterior inspections, including grounds and exterior doors, ensuring they close/lock properly. Assist with space cleanups.
- Manage parking operations, meeting rooms, and hoteling spaces.
- Collect feedback from patients and visitors to identify areas for improvement and suggest changes to leadership.
- Coordinate inspections for code compliance and safety regulations, enhancing patient and visitor safety.
- Oversee services and programming for the Collaboration Zone and community meeting spaces, including catering, setup, and takedown.
- Coordinate and be the contact for regulatory and compliance surveys.
- Support training for emergency response plans (Medical and BERT) and ensure safety during emergencies. Maintain NVCI Certification.
- Manage departmental needs, including purchasing supplies, materials, services, or equipment.
- Identify and document operational and employee-impacting issues, providing feedback to management.
- Act as a liaison for communicating and implementing safety measures, policy changes, and cleaning procedures. Resolve unsafe acts or procedures effectively.
- Collaborate with facilities staff to ensure clinic facilities are clean, safe, and conducive to quality patient care.
- Actively monitor first impressions ensuring the lobby areas are clean, tidy, and welcoming.
- Conduct regular rounds of clinical and public spaces to ensure compliance with building etiquette and a welcoming environment.

ALL DUTIES AND REQUIREMENTS MUST BE PERFORMED CONSISTENT WITH THE UW HEALTH PERFORMANCE STANDARDS.

JOB REQUIREMENTS

Education	Minimum	Bachelor's degree in business, Healthcare, Hospitality Management or related field. Four (4) years of combined education (Associate degree) and work experience may be considered in lieu of Bachelor's degree in addition to experience listed below.
	Preferred	Bachelor's degree in business, Healthcare, Hospitality management or related field.
Work Experience	Minimum	Two (2) years of experience in customer service, building or facility operations, administrative support, or related experience
	Preferred	
Licenses & Certifications	Minimum	
	Preferred	

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Required Skills, Knowledge, and Abilities	<ul style="list-style-type: none"> Excellent verbal and written communication skills Proficient in Microsoft Office Suite or related software Excellent problem solving and critical thinking skills. Must have a positive attitude with the ability to remain flexible and patient. Excellent organization and multitasking skills Intermediate administrative skills Ability to self-direct to accomplish the coordination and decision-making responsibilities of the position with minimal supervision. Ability to be organized and flexible in response to changing demands. Ability to self-direct to accomplish the coordination responsibilities of the position 			
AGE SPECIFIC COMPETENCY (Clinical jobs only)				
Identify age-specific competencies for direct and indirect patient care providers who regularly assess, manage and treat patients.				
Instructions: Indicate the age groups of patients served either by direct or indirect patient care by checking the appropriate boxes below. Next,				
<input checked="" type="checkbox"/>	Infants (Birth – 11 months)	<input checked="" type="checkbox"/>	Adolescent (13 – 19 years)	
<input checked="" type="checkbox"/>	Toddlers (1 – 3 years)	<input checked="" type="checkbox"/>	Young Adult (20 – 40 years)	
<input checked="" type="checkbox"/>	Preschool (4 – 5 years)	<input checked="" type="checkbox"/>	Middle Adult (41 – 65 years)	
<input checked="" type="checkbox"/>	School Age (6 – 12 years)	<input checked="" type="checkbox"/>	Older Adult (Over 65 years)	
JOB FUNCTIONS				
Review the employee's job description and identify each essential function that is performed differently based on the age group of the patient.				
PHYSICAL REQUIREMENTS				
Indicate the appropriate physical requirements of this job in the course of a shift. <i>Note: reasonable accommodations may be made available for individuals with disabilities to perform the essential functions of this position.</i>				
Physical Demand Level		Occasional Up to 33% of the time	Frequent 34%-66% of the time	Constant 67%-100% of the time
<input type="checkbox"/>	Sedentary: Ability to lift up to 10 pounds maximum and occasionally lifting and/or carrying such articles as docket, ledgers and small tools. Although a sedentary job is defined as one, which involves sitting, a certain amount of walking and standing is often necessary in carrying out job duties. Jobs are sedentary if walking and standing are required only occasionally and other sedentary criteria are met.	Up to 10#	Negligible	Negligible
<input type="checkbox"/>	Light: Ability to lift up to 20 pounds maximum with frequent lifting and/or carrying of objects weighing up to 10 pounds. Even though the weight lifted may only be a negligible amount, a job is in this category when it requires walking or standing to a significant degree.	Up to 20#	Up to 10# or requires significant walking or standing, or requires pushing/pulling of arm/leg controls	Negligible or constant push/pull of items of negligible weight
<input checked="" type="checkbox"/>	Medium: Ability to lift up to 50 pounds maximum with frequent lifting/and or carrying objects weighing up to 25 pounds.	20-50#	10-25#	Negligible-10#
<input type="checkbox"/>	Heavy: Ability to lift up to 100 pounds maximum with frequent lifting and/or carrying objects weighing up to 50 pounds.	50-100#	25-50#	10-20#
<input type="checkbox"/>	Very Heavy: Ability to lift over 100 pounds with frequent lifting and/or carrying objects weighing over 50 pounds.	Over 100#	Over 50#	Over 20#
Other - list any other physical requirements or bona fide occupational qualifications not indicated above:				

Note: The purpose of this document is to describe the general nature and level of work performed by personnel so classified; it is not intended to serve as an inclusive list of all responsibilities associated with this position.