

## **Position Description – Manager, Environmental Services**

Our highly prestigious client, located in Oakland, California, is the oldest, largest, busiest and most comprehensive Pediatric Medical Center between Los Angeles and Seattle. The hospital is a free-standing facility.

Founded in 1912, the hospital serves as both the “safety net” for children in the East Bay and as a regional pediatric medical center. The hospital has the largest pediatric intensive care unit in Northern California, the only pediatric emergency department and the only designated pediatric trauma center between Los Angeles and Seattle. The 47-bed intensive care nursery is the state-designated regional referral center for high-risk newborns in Alameda and Contra Costa counties. The hospital employs over 2000 people, and is one of the county’s largest employers.

The hospital has 141 hospital-based physicians in 31 subspecialties. As a teaching hospital, the medical center trains 70 students over a three-year pediatric residency program, which is one of the most selective in the country.

Our client also operates a Research Institute ranked as one of the top 10 pediatric research centers nationally, in terms of National Institutes of Health external awards, with more than \$22MM a year in outside funding. The hospital operates the nation's first and only NIH-funded related cord blood program.

The Outpatient Center is the only freestanding pediatric outpatient center in Northern California. The hospital works closely with community physicians to bring pediatric expertise to outlying areas through satellite offices in Pleasanton, Walnut Creek, Santa Rosa and Fremont. The hospital has two Foundations that offset the cost of this specialized services and programs.

## **Management**

The style of management and the organizational culture of excellence are deeply rooted in teamwork and mutual support. The commitment of the management team to the mission, which is “Kids”, is outstanding and highly effective in keeping the management and staff focused on the big picture. To complement the management team an individual must be able to blend their individual success into that of the entire team and share in the commitment and the satisfaction of taking care of very sick kids.

## **Organization Description**

Our client's annual revenue is nearly \$150 MM, it controls assets of nearly \$180MM and operates on a net margin of 2.8%, with a credit rating of A1. The balance sheet and other operating ratios indicate that it is in an excellent financial position. The organization recently secured a \$60MM Bond Issue. The organization's income is a combination of standard medical reimbursement by the State and Federal Government, private payors, grants and donations. The hospital is also supported by two Foundations.

## **Position Description**

Manager Environmental Services will be responsible for the day-to-day operation of a current 60 FTE housekeeping department and expanding the department responsibilities and staff by 30% to provide services to the off-campus facilities of the hospital, including the Research Center, the out-patient center and the finance department. This will require staffing additions and related operational changes to accommodate the expansion of the department responsibilities.

The successful candidate will be an effective manager who has the ability to install a sense of pride in the department and to other departments in the hospital by:

- ✓ *Utilizing innovative approaches to improve service delivery.*
- ✓ *Maintaining a culture that promotes teamwork and values diversity.*
- ✓ *Accepting personal responsibility and accountability for customer service excellence.*
- ✓ *Creating an environment in which customer's feel respected and diversity is valued.*
- ✓ *Communicates and listens effectively.*
- ✓ *Exhibiting a flexible and proactive approach to changes in the workplace.*
- ✓ *Demonstrating an understanding of the organization values and mission statement.*
- ✓ *Acknowledging the presence of customers and responding appropriately to their needs.*
- ✓ *Properly applying technical knowledge and skills.*
- ✓ *Taking the initiative to go the extra mile to meet customers' needs.*
- ✓ *Demonstrating reliability and professionalism.*
- ✓ *Promptly solving problems and resolving complaints..*
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- ✓ *Utilizing innovative approaches to improve service delivery.*

## **Responsibilities**

The Manager Environmental Services will have direct responsibility for planning, directing operations, fiscal accountability, staffing, personnel management, communications, staff development, and effective

leadership for the Housekeeping Department. In addition, he or she will be expected to:

- ✓ *Develop and administer annual capital and operating budgets within given allocation and budgeted FTE's adjusted for volume*
- ✓ *Determine staffing patterns and monitors for compliance and adequacy to provide appropriate levels of service within budget constraints, or to identify additional levels as necessary*
- ✓ *Manage and controls all contract EVS services*
- ✓ *Maintain departmental productivity*
- ✓ *Analyze and monitor pay period variance labor distribution reports for accuracy and effect corrections as required*
- ✓ *Direct staff, administer hospital policies and disciplinary action, develop standards and competency assessments, and perform evaluations in such a manner as to ensure consistency and uniformity in personnel management*
- ✓ *Identify learning needs for staff and provide opportunities for development to ensure that all staff has the skills and abilities to demonstrate competent performance and progressive growth*
- ✓ *Ensure the work environment is safe, clean and conducive to efficient working conditions*
- ✓ *Ensure that all employees are well versed and trained in hazardous materials handling and clean up procedures*
- ✓ *Achieve goals for cleanliness, linen supplies and pest control services*
- ✓ *Design work schedules and area assignments to ensure adequate service levels*
- ✓ *Ensure proper management of the waste handling and disposal*
- ✓ *Ensure that pest and vermin abatement and eradication procedures are effective and appropriate*
- ✓ *Coordinate all training and replacement staffing for EVS employees*
- ✓ *Direct staff, administer hospital policies and disciplinary action, develop standards and competency assessments, and perform evaluations in such a manner as to ensure consistency and uniformity in personnel management*
- ✓ *Identify learning needs for staff and provides opportunities for development to ensure that all staff has the skills and abilities to demonstrate competent performance and progressive growth*
- ✓ *Ensure the work environment is safe, clean and conducive to efficient working conditions*
- ✓ *Ensure that all employees are well versed and trained in hazardous materials handling and clean up procedures*
- ✓ *Identify resource needs, operational problems, shifts in technology, space allocation and changing service demands consistent with the hospital's mission and values*
- ✓ *Ensure the work environment is safe, clean and conducive to efficient working conditions*
- ✓ *Ensure that all employees are well versed and trained in hazardous materials handling and clean up procedures*
- ✓ *Demonstrate effective verbal, written and listening communication skills in interactions at all levels of the organization*
- ✓ *Facilitate communication within the department to ensure all staff receives accurate, timely information*
- ✓ *Facilitate communication between departments to coordinate problem –solving efforts and to ensure delivery of services and functions*
- ✓ *Ensure development and maintenance of a comprehensive and interdisciplinary Performance Improvement Program within the department. Maintains a written annual PI Plan*
- ✓ *Demonstrate current knowledge of CQI principles, tools and methods in order to resolve inter- and intra departmental issues*
- ✓ *Actively prepare and participate in JCAHO/State survey activities, and maintains applicable standards between surveys*
- ✓ *Incorporate hospital's strategic objectives, mission and values into daily operations*
- ✓ *Demonstrate advanced problem solving skills and decision-making abilities*
- ✓ *Identify personal and professional strengths and weaknesses, and participates in professional growth by sustained involvement in professional organizations and obtaining continuing education units, as required*
- ✓ *Develops pertinent goals and objectives, and evaluates departmental functions and plans with regard to established goals*

## **Experience and Education**

Previous proven experience and expertise in a line management position and education commensurate with the demands of the position are a requirement. A minimum two-year degree in a business or Hospital Administrative field is highly preferred.

## **Personal Characteristics**

As the Company is poised to move to a higher level, it is imperative that he/she be first and foremost a team player. He/she will, as to both written and oral skills, be a superb communicator, and have the style of a diplomat, i.e., able to get along well with everyone and to negotiate agreements where each party benefits. It is imperative that he/she be skilled in bringing together the research and development functions in a spirit of harmony and a single-minded purpose.

He/she will be a person who possesses a strong work ethic, rejects setbacks, and values accomplishments highly. An action-oriented personality that deals with specifics within a broad conceptual framework will be most effective in this position. He/she will have an appropriate sense of urgency that allows him/her to react to situations quickly and decisively. A nonpolitical "speak your mind" approach will work most effectively within the Company's culture. Board and industry presentations are an aspect of the position and for that reason he/she should project the appropriate image.

## **Opportunity**

This opportunity will provide the right person exceptional challenges in a facility that is in a growth mode, who is not affiliated with any other system and subject to the upheaval associated with the mergers, shut-downs or consolidations in today's Northern California market. Manager of Environmental Services position will provide the successful candidate an opportunity to gain more experience and additional responsibilities in their field, while providing that, in the long-run, that individual will gain experience that will surpass many other people in the field.

## **Compensation**

The compensation plan is based on a competitive base salary commensurate with the experience and the demonstrated accomplishments of the successful candidate, and will reflect the opportunity at the Company. The organization has an excellent employee benefits package, consisting of medical coverage, a dental plan, life insurance, and a 401k program.