



WILLIAM & MARY

CHARTERED 1693

Executive Director, Facilities Operations

The [William & Mary](#) seeks an Executive Director of Facilities Operations who is results driven, forward-thinking and has exceptional strategic, operational, and interpersonal skills. The Executive Director must have the ability to balance preservation of William & Mary's heritage with modern facility needs while implementing sustainable solutions across campus. The Executive Director will provide direction and oversight for the facilities operations & maintenance functions at William & Mary.

Facilities Management Organization

[Facilities Management](#) has supported William & Mary for over 300 years. It is a privilege to create and support the physical environment, making a more conducive space for the overall educational experience from both learning and teaching perspectives.

At William & Mary, the scope of Facilities Management is as vast and historic as the campus itself. With 1,158 acres of grounds and 224 buildings, including three National Historic Landmarks, the team of over 300 dedicated professionals ensure the seamless operation and upkeep of the university's infrastructure. This year the team has completed over 13,000 service requests, all in support of the students, faculty, staff, alumni, and visitors who make up the vibrant William & Mary community. They are committed to excellence in maintaining, operating, and improving the campus.

Numbers at a Glance:

- The William & Mary campus is divided into three campuses: The main campus, Dillard campus and Law School campus. The main campus comprises about 87% of the total campus and is where the administrative support building and most academic buildings and residences are located. The Dillard campus comprises 3% of the total campus and is home to some athletic fields, storage facilities and offices. The Law School campus comprises 10% of the total campus.
- Roughly 755 acres, or 65% of the total campus, is undeveloped land. Additionally, the campus is home to one of the oldest millponds in the state, approximately 47 acres created around 1720 now known as Lake Matoaka.
- The campus currently contains 224 buildings — 201 owned and 23 leased — that total 4,981,280 square feet. There are 26 physical plant buildings supporting the campus. Additionally, there are three buildings within the Historic Campus designated as National Historic Landmarks: the Wren Building, constructed in 1695 and the country's oldest academic building still in use, the Brafferton, constructed in 1723, and the President's House, constructed in 1732.
- Campus infrastructure and utilities play a vital role in helping shape the amenities of the physical environment. Since the University was founded over three centuries ago, some

drainage tunnels were first created in the early 1700s. As systems have evolved, so have our system implementations. From steam lines to chiller lines, both active and abandoned, the Facilities Management Team supports over eight miles of critical structural components. The FM Team also manages domestic water, storm water and sewer systems. Above ground, FM supports and maintains over 10 miles of state, county, city and W&M owned roads, 47 miles of sidewalks, walkways and paths, and over 5,500 parking spaces on streets, in lots and in garages.

None of this essential work could be completed without a professional, responsible and skilled team. Facilities Management employs approximately 315 full-time employees across two primary departments. The Executive Director will supervise these two departments directly with four direct reports.

Facilities Management Departments

Building Services – Custodial, Moving & Storage, Waste & Recycling

Building Services is a comprehensive customer-driven organization dedicated to serving the campus community. They are an independently certified “green” organization deeply embedded in the university's sustainability efforts.

By The Numbers

- 186 Buildings supported
- 326 Restrooms cleaned daily
- 3,678 Tons of trash collected annually
- 986 Tons of recycling collected annually
- 875 Special request work orders completed annually

Operations & Maintenance – Building Maintenance, Work Control, Energy Management, Grounds and Gardens, Utilities

Operations and Maintenance provide support services to the entire campus community. The maintenance program is designed to ensure long-term protection and enhancement of the university's capital assets. The staff are committed to creating and maintaining an environment that facilitates accomplishment of the university's academic and research programs.

Maintenance activities include responding to routine service requests and emergencies, managing energy use, performing minor renovations and improvements, and landscaping maintenance.

Mission, Visions and Values

Mission

The mission of Business Affairs is to support William & Mary as a leader among liberal arts and science universities by providing excellent service that is efficient, inclusive, transparent and accountable. In delivering service, Business Affairs maintains a focus on collaboration, continuous improvement, best-in-class technology and the strategic sustainable use of university resources

while maintaining compliance with attention to corporate social responsibility both within the institution and among its suppliers.

The Facilities Management Team is an integral element of the Business Affairs Team and serves to create, maintain and continuously improve the William & Mary physical environment to enable excellence in teaching, research and public service.

Vision

To be an exceptional Facilities Management organization as evidenced by:

- A capable, motivated workforce with high morale.
- Efficient business practices and modern tools and equipment.
- Respect from stakeholders and peers.
- A beautiful, well-maintained and highly functional campus.

Values

- **Service:** We are fully committed to our mission and the William & Mary community. We focus on reliably providing versatile, innovative support with emphasis on always being good stewards of the campus and the resources entrusted to us.
- **Integrity:** We hold ourselves accountable to the William & Mary community and to one another with the objective of being a trustworthy partner with those we serve. We strive for transparency and openness in our relationships.
- **Professionalism:** We take pride in our institution and our work, are respectful of our colleagues across campus, display a positive, supportive approach to our work and strive to be efficient in our activities.
- **Teamwork:** As members of many teams, we communicate with our teammates and work collaboratively towards university goals. We care about our teammates and are vested in the success of the University and our organization.
- **Safety:** We believe in "Safety First" for the university community and ourselves, making every effort to understand and mitigate the risks associated with our environment and work. We are constantly vigilant of our environment and proactive to improve the safety of the campus.

Position Summary

Reporting to Sean Hughes, the Chief Business Officer, the Executive Director will manage all aspects of university facility operations including but not limited to facilities budget & financial planning, energy management, trades shops, work control, fire maintenance, custodial, warehouse, moving & events support, grounds & gardens, small project coordination, and oversight of sub-contracted services. This role ensures that facilities are properly maintained to align with the needs and strategic vision of the university. This Business Affairs leadership role effectively manages change, builds cohesive teams, and successfully communicates goals and objectives to all facilities operating units.

Essential functions include:

- Leadership and Strategic Planning (15%)
 - Develop and implement a comprehensive facilities management plan aligned with the university's strategic goals, focusing on financial sustainability, building efficiency, and

- overall excellence.
 - Lead a team of directors, managers, and facilities staff, providing mentorship, performance feedback, and professional development opportunities.
 - Collaborate closely with senior Business Affairs leadership to assess and prioritize facilities projects that support the academic, research, and community objectives of the university.
- Operations Management (25%)
 - Collaborate with Business Affairs and Finance & Administration leadership to define and execute strategic vision for Facilities Operations group.
 - Oversee Grounds, Custodial, and Operations & Maintenance departments to ensure campus facilities meet high standards of cleanliness, safety, functionality, repair, and aesthetic appeal.
 - Ensure all facilities are maintained to optimize performance, energy efficiency, and sustainability practices, in alignment with university goals.
 - Develop policies and procedures to maintain operational excellence, address issues proactively, and ensure regulatory compliance with local, state, and federal laws.
- Facilities Contracts and Vendor Relations (10%)
 - Manage vendor relationships for facilities services, ensuring high service levels, cost-effectiveness, and adherence to university standards.
 - Negotiate, review, and monitor performance for outsourced services, including specialized maintenance services.
 - Work with Supply Chain Services to establish and maintain a roster of preferred vendors, assessing vendor performance regularly and deploying contractors as needed.
- Financial Oversight and Budgeting (15%)
 - Develop and oversee the annual budget for Facilities Operations, ensuring efficient allocation of resources and alignment with both the division's and the university's financial goals.
 - Review and conduct regular financial analysis to monitor expenditures, forecast needs, and identify cost-saving opportunities within operations.
 - Ensure that spending on facility operations aligns with budget projections and provides maximum value to the institution.
 - Develop and maintain multi-year maintenance plan, submitting maintenance capital projects annually.
- Small Projects and Planning (10%)
 - Collaborate with the Office of the University Architect and Chief Business Officer to align facilities operations with future campus development and renovations.
 - Provide leadership for maintenance and small-scale capital projects, managing timelines, budgets, and quality outcomes.
 - Evaluate campus facilities regularly both for formal Facility Condition Index (FCI) and informal inspections, identifying opportunities for preventative maintenance, upgrades, and enhancements to improve functionality and extend the life of campus assets.
- Sustainability and Compliance (5%)
 - Support campus sustainability goals, including energy management, waste reduction, and best practices for facilities operations, including life cycle cost analysis in concert with the University Architect.
 - Support compliance with all regulations, including OSHA and EPA standards, and maintain documentation for audits and inspections.

- Implement training programs for facilities staff on safety, emergency response, and sustainable practices.
- **Emergency and Crisis Management (10%)**
 - Develop and maintain a facilities emergency response plan, coordinating with campus safety and local agencies as necessary.
 - Serve as the primary point of contact for facilities-related emergencies, including response to natural disasters, utility failures, and urgent maintenance issues.
 - Ensure all staff are trained in emergency response protocols, and regularly review and update plans to align with best practices.
- **Stakeholder Engagement and Communication (10%)**
 - Act as the primary liaison between Facilities Operations and campus departments, fostering a collaborative and service-oriented culture.
 - Communicate regularly with faculty, staff, students, and other stakeholders on facilities-related matters, including project timelines, impacts, and updates.
 - Gather and act on feedback from campus stakeholders to continuously improve facilities operations and service delivery.

Qualifications

Required Qualifications

- Bachelor's degree in Facilities Management, Architecture, Engineering, Business Administration, or a related field.
- Minimum of 10 years of progressive experience in facilities management, with at least 5 years in a leadership role.
- Extensive experience managing grounds, custodial, and /or maintenance operations, preferably within a higher education or large institutional environment.
- Demonstrated ability to manage complex budgets, contracts, and vendor relationships.
- Strong knowledge of sustainability practices and regulatory compliance in facilities operations.
- Excellent communication, leadership, and problem-solving skills.

Preferred Qualifications

- Master's degree or Professional Licensure in Facilities Management, Architecture, Engineering, Business Administration, or a related field
- Extensive experience (5 or more years) managing two or more functional areas of facilities operations, with preference for work in a higher education environment
- Demonstrated experience in creating, implementing, and assessing a multi-year deferred maintenance plan (maintenance program)

William & Mary

William & Mary brings together the global opportunities of a teaching, learning and research university with the personal education of a liberal arts and sciences institution. Located in Williamsburg, Virginia, W&M offers a top-rated academic experience while being consistently recognized as one of the best values in the nation.

Chartered in 1693, W&M is one of the first institutions of higher learning in America, with many [notable distinctions](#) and is the second-oldest institution of higher education in the United States. W&M is famous for its firsts: the first U.S. institution with a Royal Charter, the first Greek-letter society (Phi Beta Kappa, founded in 1776), the first student honor code, the first college to become a university and the first law school in America. William & Mary has been called the Alma Mater of the Nation because of its close ties to America's founding fathers. A 17-year-old George Washington received his surveyor's license through W&M and would return as its first American chancellor. Thomas Jefferson received his undergraduate education here, as did presidents John Tyler and James Monroe.

The [historic campus](#) of William & Mary is home to the Wren Building, the oldest college building still standing in the U.S., and classes are still taught there. Named for its presumed architect, the iconic building was completed in 1699 and provided classrooms, library, dining hall and a chapel for generations of William & Mary students.

Building on more than 300 years of innovation and excellence, William & Mary transcends the boundaries between research and teaching, teaching and learning, learning and living. As a "Public Ivy" — one of only eight in the nation — they offer a world-class education at an exceptional value. Students are not only some of the smartest in the world, but passionate about serving others and serious about having fun. Professors are teachers, scholars and research mentors, the cornerstone of a thriving intellectual community that produces experienced, engaged, successful graduates.

The [Strategic Plan: Vision 2026](#) goal is to advance William & Mary's distinctive excellence and achieve our vision for the future, we will pursue the high-level goals of expanding W&M reach, educate for impact and evolve to excel.

Williamsburg, Virginia

Williamsburg is known for its well-preserved Colonial-era architecture, living history museums, and its pivotal role in the American Revolution, while also offering contemporary attractions and a vibrant cultural scene. Located on the Virginia Peninsula between the York and James Rivers, the Historic Triangle is formed by the early American historical sites of Colonial Williamsburg, Jamestown, and Yorktown. Situated about 150 miles south of Washington, D.C., and midway between Richmond and Norfolk on Interstate 64, Williamsburg provides convenient access to major metropolitan areas while maintaining its distinct small-town charm.

Colonial Williamsburg, the world's largest living history museum, allows residents and visitors alike to experience this influential city as it once was. From 1699 to 1780, Williamsburg served as the thriving capital of Virginia when the dream of American freedom and independence was taking shape. As the political, cultural, and educational center of what was then the largest, most populous, and most influential of the American colonies, Williamsburg's legacy continues to inspire and educate.

Beyond its historical significance, today's Williamsburg offers a dynamic environment with bustling dining and shopping centers filled with boutiques, restaurants, coffee shops, and more. The area hosts numerous community events throughout the year, contributing to its recognition as a top U.S. city by Travel + Leisure magazine. Art enthusiasts appreciate the DeWitt Wallace Decorative Arts

Museum, Abby Aldrich Rockefeller Folk Art Museum, and Muscarelle Museum of Art, while families enjoy attractions like Busch Gardens and Water Country USA.

To Apply

William & Mary has retained [Opus Partners](#) to support this recruitment. [Kenna Boyd](#), Partner, [Katie Dean](#), Partner and Jeffrey Stafford, Senior Associate, are leading the search.

To apply, candidates should provide a CV/resume and a letter of introduction that addresses the specific responsibilities, expectations, and qualifications described above. Submit applications, confidential inquiries, and nominations by email to [Jeffrey Stafford](#) at jeffrey.stafford@opuspartners.net. Please consult Opus Partners for more information about the application process.

William & Mary values diversity and invites applications from underrepresented groups who will enrich the research, teaching, and service missions of the university. The university is an Equal Opportunity / Affirmative Action employer and encourages applications from women, minorities, protected veterans, and individuals with disabilities.