



# Texas Facilities Commission Employment Opportunities

JOB Vacancy Notice: FY 25-24		
<b>Business Title: Manager, Property Management and Tenant Services</b>		<b>State Classification: Manager IV, Property Management and Tenant Services</b>
<b>Salary Group: B25</b>	<b>Salary: \$7,000.00-\$8,000.00 (month) \$84,000- \$96,000 (year)</b>	<b>Hours/Week: 40</b>
<b>Location: Central Services Building, 1711 San Jacinto Blvd. Austin, Texas 78701</b>		
<b>Posting Date: 11-27-2024</b>	<b>FLSA Status: Non-exempt</b>	<b>Schedule: M-F 7A-4P* (somewhat flexible)</b>
<b>Closing Date: Open until filled</b>	<b>Shift Differential: N/A</b>	<b>Openings: 1</b>
<b>Division: Facilities Management and Operations</b>		<b>Program: Property Management and Tenant Services</b>

**Note: To apply for a state agency job with TFC, you must complete the electronic State of Texas Uniform Application for Employment through [www.WorkInTexas.com](http://www.WorkInTexas.com)**

## JOB SUMMARY

**The Position:** The **Manager, Property Management and Tenant Services** is responsible for overseeing the daily operations of the TFC Property Management and Tenant Services program. This role involves setting strategic goals and objectives, developing guidelines and procedures, and ensuring that program standards are met. The Manager coordinates and evaluates program activities, manages the program budget, and supervises a diverse team of property managers, building technician supervisors, and conference services staff. Additionally, this position provides direct customer service support to tenant agencies, fostering strong relationships and ensuring tenant satisfaction. The Manager works under moderate supervision, exercising initiative and independent judgment in decision-making. This leadership role requires a proactive approach to operations oversight, tenant relations, budgeting, contract management, and staff development.

**About TFC:** The Texas Facilities Commission (TFC) builds, supports, maintains, and manages over 8 million square feet of state-owned facilities that house over twenty thousand state employees in dozens of state agencies, all working in the service of the citizens of Texas. The Facilities Management and Operations (FMO) Division oversees a varied property portfolio of office space, storage, warehouses, schools, medical labs, parking lots and garages, and grounds throughout Texas. Our team of over 250 employees provides and contracts for property management, maintenance, landscaping, custodial services, waste management, building climate and energy automation, and the fire and security services required to keep State agencies working for our constituents. Our goal is to serve with excellence by providing high-quality work environments that are functional, energy-efficient, and cost-effective to operate.

**Benefits of Working for the State of Texas:** As a State of Texas employee, you will enjoy a generous number of paid holidays, vacation, and sick days. Your new defined benefit retirement account can't lose value due to market fluctuations, unlike retirement plans offered by many other employers. Health insurance premiums for eligible full-time employees are paid at 100% for you and 50% for dependents and there are no deductibles for in-network, in-area services in HealthSelect of Texas. Full-time state agency employees with student loans may be eligible for federal Public Service Loan Forgiveness. For more information, visit [ers.texas.gov/PDFs/recruitment-brochures/2024-state-agency-recruitment](http://ers.texas.gov/PDFs/recruitment-brochures/2024-state-agency-recruitment) and [ers.texas.gov/benefits-at-a-glance](http://ers.texas.gov/benefits-at-a-glance)

## ESSENTIAL FUNCTIONS

### **Operations Oversight:**

- Manage day-to-day activities within the Property Management and Tenant Services program area. Supervise the work of property management, building technician, and conference services teams.
- Set goals and objectives; develop schedules, priorities, and standards for achieving goals and objectives.
- Develop and implement evaluation techniques for assessing program functions. Prepare management and productivity reports.
- Implement best practices, including communications, work oversight, customer service, safety procedures, and equipment maintenance.

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- Assist in developing new policies and procedures; ensure adherence to existing policies.

## **Tenant Relations:**

- Establish strong working relationships with building occupants and address any concerns or complaints promptly, escalating issues as necessary.
- Participate in regular meetings with tenants to assess satisfaction levels and identify areas for improvement.
- Collaborate with internal stakeholders to ensure services align with organizational goals and requirements.

## **Budgeting and Cost Management:**

- Develop, review, and manage a department budget. Monitor expenditures.
- Provide training and oversight for individuals within the program who manage their own budgets.

## **Contract Management:**

- Effectively oversees staff with contract management responsibilities, ensuring compliance with contractual terms and performance metrics.
- Support and oversee contract solicitation and procurement activities.
- May manage contracts directly.

## **Staff Management and Training:**

- Supervise and provide guidance to program staff, including training, scheduling, and performance evaluations.
- Foster a positive and inclusive work environment that promotes teamwork and employee growth.
- Implement professional development programs to enhance the skills and knowledge of program staff.

**Performs any other related duties as assigned.**

## **QUALIFICATIONS**

### **Experience and Education:**

- Bachelor's degree from an accredited college or university.
- Three (3) years of experience in commercial building property management, facility management, or a related field.
- Five (5) years of experience managing a team.
- Experience may be substituted for education on a year-for-year basis.

### **Knowledge, Skills, and Abilities:**

- In-depth understanding of property management, tenant services, and contract management principles, including compliance and procurement activities.
- Knowledge of budgeting and financial oversight, with experience in resource allocation and expenditure monitoring.
- Strong grasp of policy development, standardized evaluation techniques, and quality control measures.
- Effective leadership and supervisory skills to guide diverse teams, support staff development, and manage performance.
- Ability to establish goals, set priorities, and develop schedules and strategies for multiple program areas.
- Proficient in using computer applications (e.g., Microsoft Office) for budgeting, reporting, and operational management.
- Excellent problem-solving and analytical skills to assess program performance and implement corrective actions.
- Strong communication and interpersonal skills to build effective working relationships, address tenant concerns, and align services with organizational goals.

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- Ability to develop a positive work environment that fosters teamwork and professional growth.
- Capacity to work independently with moderate latitude for initiative and judgment, adapting to evolving program needs.

## **REGISTRATION, CERTIFICATION, OR LICENSURE**

- Drivers License required to operate a State Vehicle
- Certified Texas Contract Manager certification required within 6 months of employment

## **PHYSICAL REQUIREMENTS AND/OR WORKING CONDITIONS**

This position functions primarily in a standard office environment with site visits to various other locations such as schools, medical labs, etc. Travel is required between different facility locations, primarily within Austin, for inspections or meetings. Must be able to navigate and inspect all areas of our portfolio; this may include walking, climbing, reaching, bending, crawling, or stretching. This position requires prolonged sitting, standing, and occasional lifting. There are no unusual dangers involved, but the position will have exposure to dust, environmental allergens, chemicals and cleansers, pathogens, and other microorganisms consistent with custodial activities and human contact. The position holder must be able to work effectively with people under varying conditions and must be able to work longer than eight hours in a workday as necessary. \*May require flexible hours and occasional overtime during peak periods.

[Note: This job description is a general outline of duties and responsibilities and may be updated or modified periodically to reflect changes in the agency's needs.]

**Veterans:** Use your military skills to qualify for this position and others at TFC. Go to [www.texasskillstowork.com](http://www.texasskillstowork.com) to translate your military experience, training, and formal education into civilian job terms, qualifications, and skill sets.

Veterans, Reservist or Guardsmen with an MOS or additional duties that fall in the fields of 111X URL - Surface Warfare, SEI15 Enterprise Policy, Planning, Budget, and Management, 0203 Ground Intelligence Officer, 8U000 Unit Deployment Manager, 16GX Airport Operations Staff Officer, or other related fields pertaining to the minimum experience requirements may meet the minimum qualifications for this position and are highly encouraged to apply. Please call Human Resources at (512) 463-1717 with questions or for additional information.

Additional Military Crosswalk information can be accessed at [http://www.hr.sao.texas.gov/Compensation/MilitaryCrosswalk/MOSC\\_ProgramManagement.pdf](http://www.hr.sao.texas.gov/Compensation/MilitaryCrosswalk/MOSC_ProgramManagement.pdf)

If selected for interview, all veterans must provide a DD214 long form. Official transcripts or other minimum requirement validations will be requested at the time of interview.

### **TFC Recruiting Policy:**

**Incomplete applications will not be considered.**

Initial screening is based on the Education and Experience minimum qualifications defined in the job posting. Interviewee selection is based on applicant information explaining how they meet each Competency

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(Knowledge, Skills and Abilities) requirement. Follow application instructions and fill out application form completely for further consideration.

As part of its employment process, TFC may conduct a criminal background check and/or a driver's record check. An applicant with an unsatisfactory criminal background check report and/or drivers record is ineligible to be hired for the position for which the report is initiated.

If hired, an employee must prove their permanent right to work in the United States and provide document(s) within three (3) days of hire date that establish identity and employment eligibility. We are unable to sponsor or take over sponsorship of an employment Visa.

**Note:** Any male between the ages of 18 and 25 must show proof of registration with the Selective Service System before he can be selected for employment with the Texas Facilities Commission.

## **EQUAL EMPLOYMENT OPPORTUNITY EMPLOYER**

The Texas Facilities Commission is an equal opportunity employer and does not discriminate on the basis of race, color, religion, gender, national origin, age, or disability. TFC provides accommodations for persons with disabilities in accordance with the Americans with Disabilities Act.

If you need help with the employment process or require other accommodations, please contact the Human Resources office for assistance at (512) 463-3433.

**WIT Number: 16793575**

### **Contact Information:**

**Richard W. Allen, MBA, PHR, SHRM-CP**

Human Resources Specialist

Recruiting and Staffing

Talent Management

Texas Facilities Commission

1711 San Jacinto Blvd.

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