



**FACILITY
MANAGEMENT
ACADEMY**



Smithsonian
Office of Facilities Management and Reliability

Positioning Facilities Maintenance for the Future:

Planning for Skilled Maintenance and Trades Needs

LEARN. DEVELOP. SUCCEED.



GENERAL

OPERATIONS

LEADERSHIP

MAINTENANCE

SAFETY



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Facility Management at the Smithsonian

- **OFMR is responsible for maintenance, operation and repair of SI buildings and grounds**
- **Current staff of ~850**
- **Hybrid work model by in-house and external contract**
- **One strategic goal is to exceed staff expectations**
 - Objective: Require and enable our employees to become experts at their current series through professional development
 - Objective: Create opportunities for our staff to grow the evolving skillsets needed for the future of our institution



What is your plan for the future?

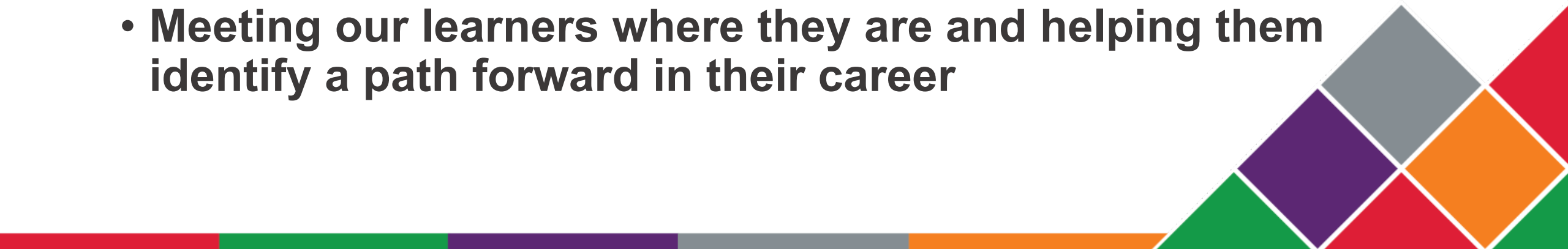
- **We are all feeling the impact of the looming skilled maintenance shortage**
- **For every three skilled maintenance people who retire, there is only one person ready to fill their role**
- **The US spends an average of .06 of every dollar on technical education**
- **Technical education is declining in maintenance skilled trades, construction and architecture, engineering technologies and repair, and transportation**
- **How many of your staff in these fields are ready (or soon to be ready) for retirement?**





What is the Facility Management Academy?

- **An independent umbrella organization for all OFMR Learning and Development activities to provide a consistent foundation of knowledge**
- **A learning space aligned with respected and authoritative training providers**
- **Learning that is aligned to Public Law 111-308 – Federal Buildings Personnel Training Act of 2010**
- **Meeting our learners where they are and helping them identify a path forward in their career**





Facility Management Academy Schools

General Development



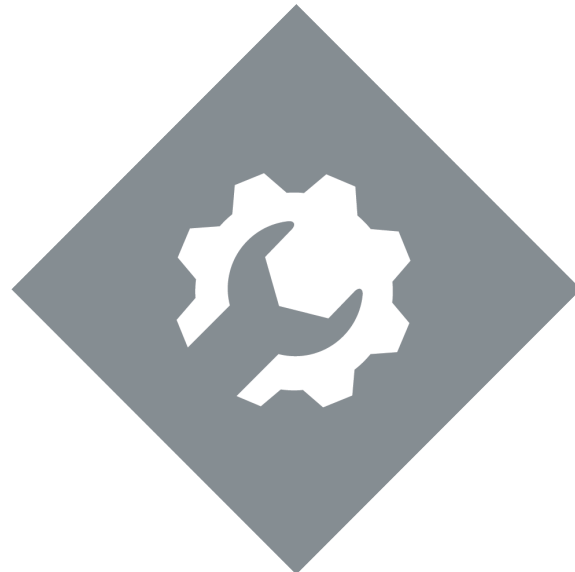
Operations, Admin & Business



Leadership



Maintenance



Safety





Upskilling Training Programs in the FMA



High Pressure Boilers



5 Tier Leadership



Facility Management Professional



Variable Frequency Drives



General Certificate of Engineering



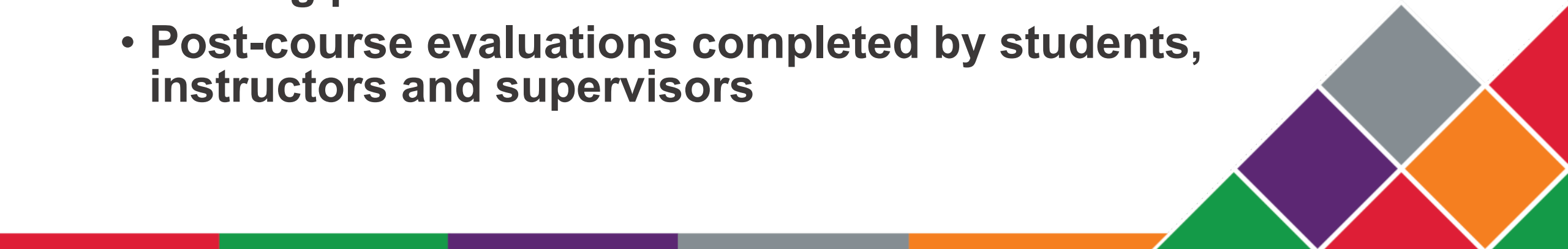
Contracting





Upskilling

- **Upskilling is getting better or more proficient in performing your current role**
- **These programs and courses are contracted with our partners**
- **Course objectives, outcomes are vetted prior to contract to ensure they are consistent with our expectations**
- **Courses are offered by 3rd party, independent and certified training providers**
- **Post-course evaluations completed by students, instructors and supervisors**





Reskilling Training Programs in the FMA



Bridge Program



MMSTP Program



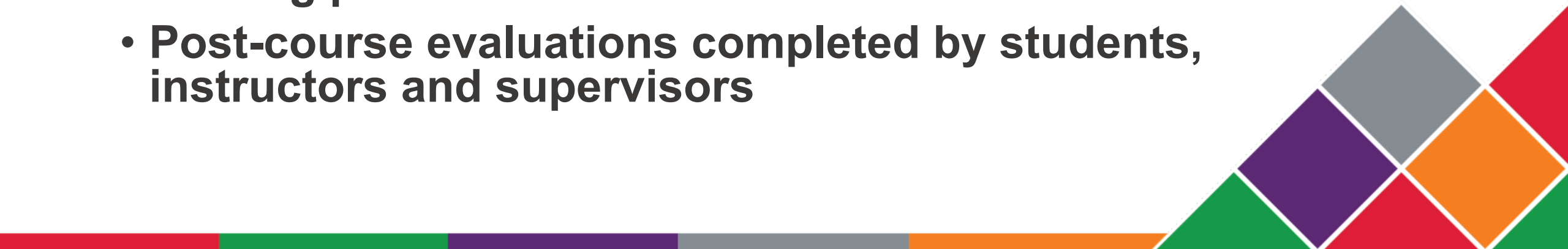
Apprenticeship Program





Reskilling

- **Reskilling is learning skills needed to perform a new role**
- **These programs are developed in-house and contracted with our partners**
- **Course objectives, outcomes are identified during program development and contractors are vetted to ensure the courses are consistent with our expectations**
- **Courses are offered by 3rd party, independent and certified training providers**
- **Post-course evaluations completed by students, instructors and supervisors**





Bridge Program

Program for high performing custodial staff with an interest and aptitude to transition to a maintenance position to learn to be a helper

Part 1	Part 2
Construction Orientation	AC 1
Math for Engineers	Low Pressure Boilers
NAPE Ready to Work	Plumbing 1
Plant Equipment/Operations	Carpentry 1
Schematics	Electric 1



Bridge Program Considerations

HR Aspects

- **Created position of General Maintenance Worker WG-4701-03/04/05**
- **Had to follow all HR processes –**
 - Classified PD
 - Recruit through USAJobs
 - In-house staff only
 - Panel interviews

Organizational Aspects

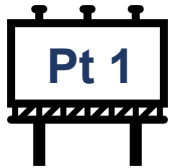
- Improved morale
- Improved employee engagement
- Improved retention
- Improved maintenance
- **Enhanced recruitment**





MMSTP – Maintenance Multi-Skilled Training Program

This program is for current maintenance employees who are proficient in their current role and wish to learn a new skill

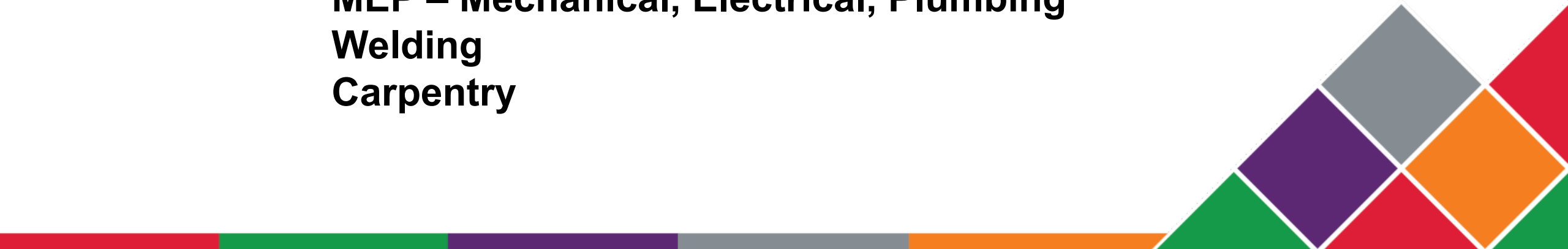


NAPE Ready to Work – overview of all the trades



Pick a specialty for additional training –

**MEP – Mechanical, Electrical, Plumbing
Welding
Carpentry**





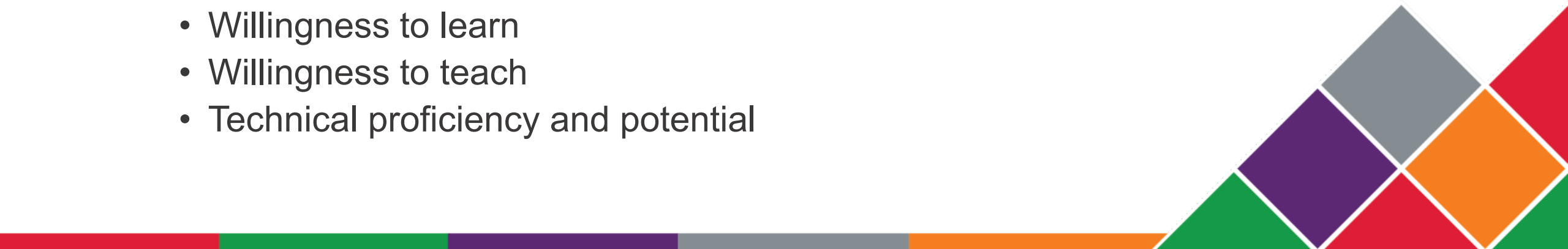
MMSTP Program Considerations

HR Aspects

- Offered as maintenance training to current maintenance employees
- Work with supervisors to determine who they approved based on
 - Recent performance ratings
 - Willingness to learn
 - Willingness to teach
 - Technical proficiency and potential

Organizational Aspects

- Improved morale
- Improved employee engagement
- Improved retention
- Improved maintenance
- Enhanced recruitment





Apprenticeship Training Program for current OFMR staff

Currently approved for 4 Apprenticeship programs



Electricians



Plumbers

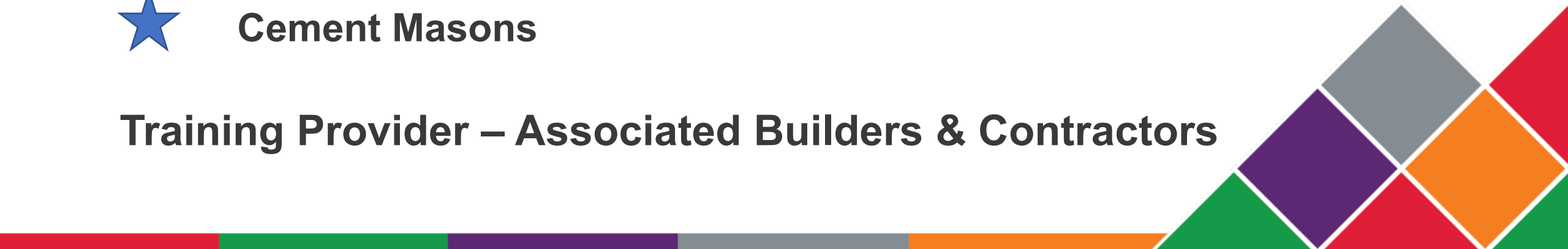


USRO/Building Engineer



Cement Masons

Training Provider – Associated Builders & Contractors





Apprenticeship Program Considerations

HR Aspects

- Requires submittal to and approval by Department of Labor
- Have to follow all HR processes
 - - Classified PD
 - Recruit through USAJobs
 - In-house staff only
 - Panel interviews
- Have to crosswalk classroom learning with OJT assignments

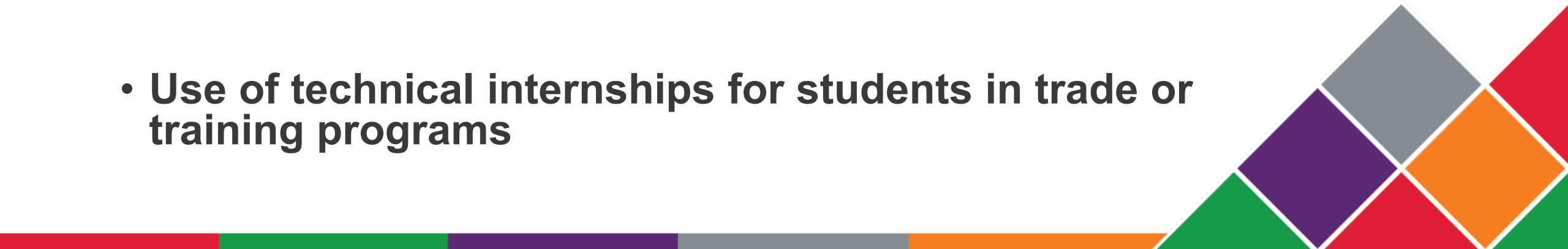
Organizational Aspects

- Improved morale
- Improved employee engagement
- Improved retention
- Improved maintenance
- Enhanced recruitment
- Takes commitment and time
 - Employee
 - Supervisor



Other approaches for seeking skilled maintenance staff

- **We augment our workforce through industrial staffing agencies as needed**
- **Use of programs such as Compensated Work Therapy through the Department of Veterans Affairs**
- **We engage in outreach activities such as Career Fairs at trade schools, training programs or high schools**
- **Use of technical internships for students in trade or training programs**





Any questions?

