

# WUSM Operations & Facilities Management

Operations & Facilities  
Management

**Melissa Hopkins**  
Assistant Vice Chancellor,  
Assistant Dean for Operations & Facilities  
Management, Executive Leader Physical  
Planning, Operations Shared Services

*WUSM Education & Campus Support Services*  
**Jamie Ryan**  
Director, WUSM Shared Spaces

- Room Reservation Management
- Academic Rollover Support Scheduling
- Space Management
- Service & Administrative Coordinator
- Meeting Space Resource Management
- ServiceNow OFMD Liaison
- Administers Operational Auxiliary Contracts: Olin Residence Hall, Bon Appetit Food Service, Follett Bookstore, FedEx
- Event Management
- Event Planning
- Capital Planning Support

*Business Operations*  
**Karen Seifert**  
Director, Business Operations

- Financial Operations
- Capital Spending Mgmt
- Purchasing & Storeroom
- Clinical Space Charge Back
- Financial management for Auxiliary Services: Olin Residence Hall, Bon Appetit Food Service, Follett Bookstore, FedEx
- Real Estate leases, billing & collections
- Moves/Relocations
- Business Owner Archibus Applications (OSIS, My Reservations, PMWeb)
- OFMD Consolidated Customer Call Center
- Space Information Mgmt.
- Department Technology & Information Mgmt.
- Human Resources Oversight

*Communication & Administration*  
**Michelle Gubin**  
Planner, Communication & Programs

- Communications
- Community Outreach
- ELT/SLT Coordination
- Lactation Program Management
- Project Delivery Process Support
- Staff Development and Recognition Program
- Sustainability Program Support
- Department Training Program Management
- Website
- Lease Management Assistance

*University Emergency Mgmt*  
**John Ursch**  
Senior Director, E.M., Security & Transportation

- University Emergency
- Management and Planning
- Business Continuity
- Planning and Implementation
- Campus Security and Services
- Access Control
- Investigations
- Safety Education and Outreach
- Safety Escort Program
- Parking Mgmt/ Transportation
- Shuttle Liaison with BJC
- Public Realm
- Tyson Memorial Site Management

*Physical Planning*  
**Melissa Hopkins**  
Executive Leader Physical Planning

- Space Request Intake
- Needs Assessment
- Efficiency Studies
- Programming – conceptual and pre-project includes conceptual estimates
- Layouts & Test Fits
- General Planning Support
- Database Management
- Annual Space Survey
- Vacancy & Space Reporting (utilization)
- Reporting, Analysis and Trends
- Real Estate & Lease Information (active)
- As-builts, CAD, O&M and Warranty Information
- Medical Education Space Planning
- Rent for Space Program Mgmt.

*Capital Projects*  
**Steve Sobo**  
Director, Capital Projects

- Project Management
- Capital Projects
- Renovations
- In-house Construction
- Cost Estimating
- Building Design Standards
- MBE/WBE Efforts
- Community Engagement
- City Compliance Liaison
- WUMC Facilities & Operations Officers

*Facilities Operations*  
**Jim Stueber**  
Senior Director, Facilities Operations

- Maintenance Operations
- Capital Renewal
- WUSM Utilities / EPP
- WUSM Utilities Master Planning
- Sustainability / Energy Mgmt. and Reduction
- Machine Shop
- Custodial Services
- Waste Mgmt.
- Pest Control
- Mail & Receiving
-