# WUSM Operations & Facilities Management

## 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

## 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)
- Space Information Mgmt.
- Department Technology & Information Mgmt.
- Human Resources Oversight

## Communication & Administration
**Michelle Lewis**  
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

## 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
- Investigations
- Safety Education and Outreach
- Safety Escort Program

## 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
- WUSM Facilities & Operations Officers

## Central Operations & Services
**Ken Zimmerman**  
Director, Central Operations & Services
- Facilities Integrated Service Center
- Access Control
- Parking Mgmt./Transportation
- Shuttle Liaison with BJC
- Public Realm
- Mail & Receiving
- Waste Mgmt.
- Locks and Keys
- Pest Control
- Pedestrian and Vehicle Safety & Education Program

## 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

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